

**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**North Central Region - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair		✓		⊙							
1A2 Crack Sealing						⊙	✓				
1A3 Shoulder Maintenance				✓	⊙						
1A4 Sweeping and Cleaning	✓			⊙							
1B1 Safety Patrol						⊙	✓				
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches		✓				⊙					
2A2 Maintain Culverts				✓			⊙				
2A3 Maintain Catch Basins and Inlets		✓			⊙						
2A4 Maintain Detention/Retention Basins						✓ ⊙					
2A5 Slope Repair			✓		⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup						✓		⊙			
3A2 Noxious Weed Control		✓		⊙							
3A3 Nuisance Vegetation Control		✓		⊙							
3A4 Control of Vegetation Obstructions		✓				⊙					
3A5 Landscape Maintenance							⊙				
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair				✓			⊙				
4A2 Structural Bridge Repair					✓	⊙					
4A3 Bridge Cleaning		✓				⊙					
4B1 Movable and Floating Bridge Operations				⊙							
4B2 Keller Ferry Operations				⊙							
4B3 Urban Tunnel Systems				⊙							
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations		✓				⊙					
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A1 Pavement Striping Maintenance		✓		⊙							
6A2 Raised/Depressed Pavement Marker Mainten	✓					⊙					
6A3 Pavement Marking Maintenance				✓			⊙				
6A4 Regulatory Sign Maintenance						✓ ⊙					
6A5 Guide Sign Maintenance				✓	⊙						
6A6 Guidepost Maintenance					✓		⊙				
6A7 Guardrail Maintenance	✓		⊙								
6B1 Traffic Signal Systems					✓	⊙					
6B2 Highway Lighting Systems		✓		⊙							
6B3 Intelligent Traffic Systems						⊙	✓				
6B4 Permits				✓ ⊙							
<b>Group - 7 Rest Area Operations</b>											
7B1 Rest Area Operations				✓ ⊙							

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**North Central Region Area 1 - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair		✓			⊙						
1A2 Crack Sealing						✓	⊙				
1A3 Shoulder Maintenance		✓			⊙						
1A4 Sweeping and Cleaning	✓			⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches	✓					⊙					
2A2 Maintain Culverts					✓		⊙				
2A3 Maintain Catch Basins and Inlets		✓			⊙						
2A5 Slope Repair			✓		⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup					✓		⊙				
3A2 Noxious Weed Control	✓			⊙							
3A3 Nuisance Vegetation Control	✓			⊙							
3A4 Control of Vegetation Obstructions			✓		⊙						
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair			✓				⊙		✓		
4A3 Bridge Cleaning			✓			⊙					
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations		✓			⊙						
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten		✓				⊙					
6A3 Pavement Marking Maintenance					✓		⊙				
6A6 Guidepost Maintenance				✓			⊙				
6A7 Guardrail Maintenance			✓	⊙							

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**North Central Region Area 2 - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair		✓		⊙							
1A2 Crack Sealing						⊙			✓		
1A3 Shoulder Maintenance				✓	⊙						
1A4 Sweeping and Cleaning	✓			⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches				✓		⊙					
2A2 Maintain Culverts				✓			⊙				
2A3 Maintain Catch Basins and Inlets			✓		⊙						
2A5 Slope Repair		✓			⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup					✓		⊙				
3A2 Noxious Weed Control	✓			⊙							
3A3 Nuisance Vegetation Control		✓			⊙						
3A4 Control of Vegetation Obstructions	✓					⊙					
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair	✓					⊙					
4A3 Bridge Cleaning			✓			⊙					
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations		✓				⊙					
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten	✓					⊙					
6A3 Pavement Marking Maintenance		✓					⊙				
6A6 Guidepost Maintenance							✓ ⊙				
6A7 Guardrail Maintenance	✓		⊙								

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**North Central Region Area 3 - CY 2003**

Activity	1.0 +	1.9 A	2.0 -	2.9 B	3.0 +	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair			✓	⊙							
1A2 Crack Sealing					⊙	✓					
1A3 Shoulder Maintenance					⊙	✓					
1A4 Sweeping and Cleaning	✓			⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches			✓			⊙					
2A2 Maintain Culverts						✓	⊙				
2A3 Maintain Catch Basins and Inlets			✓		⊙						
2A5 Slope Repair				✓	⊙						
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup							✓	⊙			
3A2 Noxious Weed Control			✓	⊙							
3A3 Nuisance Vegetation Control			✓	⊙							
3A4 Control of Vegetation Obstructions			✓			⊙					
<b>Group - 4 Bridge and Urban Tunnel Maintenance and Operations</b>											
4A1 Bridge Deck Repair	✓						⊙				
4A3 Bridge Cleaning			✓			⊙					
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations			✓		⊙						
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten	✓					⊙					
6A3 Pavement Marking Maintenance						✓	⊙				
6A6 Guidepost Maintenance				✓			⊙				
6A7 Guardrail Maintenance		✓	⊙								

**Key**

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## \*\*\* Service Level Report By Region \*\*\*

Region: **North Central**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			SF/LM	SL	SF/LM	SL	
1A1 - Pavement Patching and Repair							SL Target: 2.99
	1	1	780	1.8	767	1.8	1.8
		2	582	1.6	1	1.0	1.3
	Area 1 average:			1.7		1.4	1.5
	2	1	392	1.4	2120	3.0	2.2
		2	235	1.2	750	1.8	1.5
	Area 2 average:			1.3		2.4	1.9
	3	1	14	1.0	846	1.8	1.4
		2	2156	3.1	2063	3.0	3.0
		3	1725	2.7	0	1.0	1.9
	Area 3 average:			2.3		2.0	2.1
North Central Region average:				1.8		1.9	1.8

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			LF/LM	SL	LF/LM	SL	
1A2 - Crack Sealing							SL Target: 3.99
	1	1	1669	4.4	1341	4.2	4.3
		2	359	2.4	397	2.6	2.5
	Area 1 average:			3.4		3.4	3.4
	2	1	2159	4.8	2524	5.0	4.9
		2	2274	4.8	2062	4.7	4.8
	Area 2 average:			4.8		4.9	4.8
	3	1	611	3.2	601	3.2	3.2
		2	2583	5.1	779	3.6	4.3
		3	2476	5.0	1456	4.3	4.6
	Area 3 average:			4.4		3.7	4.1
North Central Region average:				4.2		4.0	4.1

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% SF	SL	% SF	SL	
1A3 - Shoulder Maintenance							SL Target: 3.25
	1	1	2.19%	2.1	2.16%	2.1	2.1
		2	0.85%	1.4	0.67%	1.3	1.4
	Area 1 average:			1.8		1.7	1.7
	2	1	3.98%	3.0	9.36%	4.2	3.6
		2	1.39%	1.7	1.83%	1.9	1.8
	Area 2 average:			2.3		3.1	2.7
	3	1	3.65%	2.8	4.74%	3.2	3.0
		2	5.95%	3.5	2.82%	2.4	2.9
		3	17.06%	5.3	7.3%	3.8	4.6
	Area 3 average:			3.9		3.1	3.5
North Central Region average:				2.7		2.6	2.6

## \*\*\* Service Level Report By Region \*\*\*

Region: **North Central**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% SF	SL	% SF	SL	
1A4 - Sweeping and Cleaning							SL Target: 2.75
	1	1	0.01%	1.0	0%	1.0	1.0
		2	0%	1.0	0.26%	1.1	1.0
	Area 1 average:			1.0		1.0	1.0
	2	1	0%	1.0	0.6%	1.1	1.1
		2	0%	1.0	0%	1.0	1.0
	Area 2 average:			1.0		1.1	1.0
	3	1	0.17%	1.0	0.02%	1.0	1.0
		2	0.5%	1.1	0.05%	1.0	1.1
		3	0.74%	1.1	0.01%	1.0	1.1
	Area 3 average:			1.1		1.0	1.0
North Central Region average:				1.0		1.0	1.0
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Hrs/CLM	SL	Hrs/CLM	SL	
1B1 - Safety Patrol							SL Target: 3.75
	Area average:						
North Central Region average:					5	4.0	4.0
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Full	SL	% Full	SL	
2A1 - Maintain Ditches							SL Target: 3.75
	1	1	0.17%	1.2	0.32%	1.3	1.2
		2	0%	1.0	0%	1.0	1.0
	Area 1 average:			1.1		1.2	1.1
	2	1	4.57%	2.9	0.77%	1.8	2.3
		2	3.65%	2.7	2.74%	2.4	2.5
	Area 2 average:			2.8		2.1	2.4
	3	1	2.74%	2.4	2.31%	2.3	2.4
		2	0.37%	1.4	3.66%	2.7	2.0
		3	2.64%	2.4	0.26%	1.3	1.8
	Area 3 average:			2.1		2.1	2.1
North Central Region average:				2.0		1.8	1.9

## \*\*\* Service Level Report By Region \*\*\*

Region: **North Central**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Full	SL	% Full	SL	
2A2 - Maintain Culverts							SL Target: 4.25
	1	1	0%	1.0	8.33%	3.7	2.3
		2	15.62%	4.6	4.88%	3.0	3.8
Area 1 average:				2.8		3.3	3.0
	2	1	18.18%	4.8	0%	1.0	2.9
		2	0%	1.0	6.25%	3.3	2.1
Area 2 average:				2.9		2.1	2.5
	3	1	21.05%	5.1	10.71%	4.1	4.6
		2	5.56%	3.1	0%	1.0	2.1
		3	10.53%	4.1	5.26%	3.1	3.6
Area 3 average:				4.1		2.7	3.4
North Central Region average:				3.3		2.7	3.0
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Full	SL	% Full	SL	
2A3 - Maintain Catch Basins and Inlets							SL Target: 3.25
	1	1	0%	1.0	0%	1.0	1.0
		2	10.53%	3.4	0%	1.0	2.2
Area 1 average:				2.2		1.0	1.6
	2	1	0%	1.0	0%	1.0	1.0
		2	0%	1.0	66.67%	5.9	3.5
Area 2 average:				1.0		3.5	2.2
	3	1	0%	1.0	8.33%	3.2	2.1
		2	33.33%	5.2	0%	1.0	3.1
		3	0%	1.0	0%	1.0	1.0
Area 3 average:				2.4		1.7	2.1
North Central Region average:				1.9		2.1	2.0
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
2A4 - Maintain Detention/Retention Basins							SL Target:
Area average:							
North Central Region average:			8.5%	3.7			3.7

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Region: **North Central**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% CLM	SL	% CLM	SL	
2A5 - Slope Repair							SL Target: 3.25
	1	1	4.26%	3.1	0%	1.0	2.0
		2	6.52%	3.8	0%	1.0	2.4
	Area 1 average:			3.5		1.0	2.2
	2	1	0%	1.0	0%	1.0	1.0
		2	2.13%	2.1	0%	1.0	1.5
	Area 2 average:			1.5		1.0	1.3
	3	1	2.13%	2.1	6.38%	3.8	2.9
		2	14.89%	5.9	2.08%	2.0	4.0
		3	0%	1.0	0%	1.0	1.0
	Area 3 average:			3.0		2.3	2.6
North Central Region average:				2.7		1.4	2.0

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			EA/CLM	SL	EA/CLM	SL	
3A1 - Litter Pickup							SL Target: 4.75
	1	1	94	1.7	345	3.4	2.6
		2	359	3.4	433	3.7	3.6
	Area 1 average:			2.6		3.6	3.1
	2	1	418	3.7	195	2.6	3.1
		2	233	2.9	265	3.1	3.0
	Area 2 average:			3.3		2.8	3.0
	3	1	568	4.1	404	3.6	3.9
		2	531	4.1	336	3.3	3.7
		3	563	4.1	375	3.5	3.8
	Area 3 average:			4.1		3.5	3.8
North Central Region average:				3.3		3.3	3.3

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Roadside	SL	% Roadside	SL	
3A2 - Noxious Weed Control							SL Target: 2.75
	1	1	0.07%	1.1	0.02%	1.0	1.0
		2	0.23%	1.2	0.01%	1.0	1.1
	Area 1 average:			1.1		1.0	1.1
	2	1	0.2%	1.2	0%	1.0	1.1
		2	0.36%	1.4	0.23%	1.2	1.3
	Area 2 average:			1.3		1.1	1.2
	3	1	0.34%	1.3	0.41%	1.4	1.4
		2	0.88%	1.9	3.12%	3.2	2.6
		3	7.04%	4.2	0.03%	1.0	2.6
	Area 3 average:			2.5		1.9	2.2
North Central Region average:				1.6		1.3	1.5



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Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Roadside	SL	% Roadside	SL	
3A3 - Nuisance Vegetation Control							SL Target: 2.99
	1	1	0.05%	1.0	0.07%	1.0	1.0
		2	0.16%	1.1	0.1%	1.0	1.1
	Area 1 average:			1.0		1.0	1.0
	2	1	0.61%	1.2	3.99%	2.6	1.9
		2	0.9%	1.4	0.01%	1.0	1.2
	Area 2 average:			1.3		1.8	1.6
	3	1	6.83%	3.4	0.74%	1.3	2.3
		2	1.14%	1.5	0.53%	1.2	1.3
		3	14.52%	4.5	0.59%	1.2	2.8
	Area 3 average:			3.1		1.2	2.2
North Central Region average:				1.8		1.4	1.6

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% CLM	SL	% CLM	SL	
3A4 - Control of Vegetation Obstructions							SL Target: 3.75
	1	1	0	1.0	0%	1.0	1.0
		2	109	5.9	0%	1.0	3.5
	Area 1 average:			3.5		1.0	2.2
	2	1	0	1.0	0%	1.0	1.0
		2	0	1.0	0%	1.0	1.0
	Area 2 average:			1.0		1.0	1.0
	3	1	18	3.5	0%	1.0	2.3
		2	0	1.0	2.08%	3.3	2.1
		3	1	1.2	0%	1.0	1.1
	Area 3 average:			1.9		1.8	1.8
North Central Region average:				2.1		1.3	1.7

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
3A5 - Landscape Maintenance							SL Target: 3.99
Area average:							
North Central Region average:							

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Region: **North Central**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
4A1 - Bridge Deck Repair							SL Target: 3.99
	1						
Area 1 average:					0.1329%	4.8	4.8
	2						
Area 2 average:					0%	1.0	1.0
	3						
Area 3 average:					0%	1.0	1.0
North Central Region average:						2.3	2.3
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Completed	SL	% Completed	SL	
4A2 - Structural Bridge Repair							SL Target: 3.75
Area average:							
North Central Region average:					82.35%	2.8	2.8
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
4A3 - Bridge Cleaning							SL Target: 3.75
	1						
Area 1 average:					2.37	1.8	1.8
	2						
Area 2 average:					2.88	2.0	2.0
	3						
Area 3 average:					2.86	2.0	2.0
North Central Region average:						1.9	1.9
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Delayed	SL	% Delayed	SL	
4B1 - Movable and Floating Bridge Operations							SL Target: 2.75
Area average:							
North Central Region average:							
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
4B2 - Keller Ferry Operations							SL Target: 2.75
Area average:							
North Central Region average:							

## \*\*\* Service Level Report By Region \*\*\*

Region: **North Central**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Closure/Year	SL	Closure/Year	SL	
4B3 - Urban Tunnel Systems							SL Target: 2.99
Area average:							
North Central Region average:							
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
5B1 - Snow and Ice Control Operations							SL Target:
	1	1	1.2	1.3			1.3
		2	2	2.0			2.0
Area 1 average:			1	1.3			1.3
	2	1	1.7	1.7			1.7
		2	1	1.0			1.0
Area 2 average:				1.4			1.4
	3	1	2.1	2.1			2.1
		2	1.2	1.2			1.2
		3	3.1	3.1			3.1
Area 3 average:				2.1			2.1
North Central Region average:				1.5			1.5
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A1 - Pavement Striping Maintenance							SL Target: 2.99
Area average:							
North Central Region average:			2.41%	2.4	0.17%	1.2	1.8
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A2 - Raised/Depressed Pavement Marker Maintenance							SL Target: 3.75
	1	1	0.37%	1.1	0.36%	1.1	1.1
		2	13.95%	3.4	6.26%	2.3	2.8
Area 1 average:				2.2		1.7	1.9
	2	1	0%	1.0	0%	1.0	1.0
		2	1.15%	1.2	0%	1.0	1.1
Area 2 average:				1.1		1.0	1.1
	3	1	0%	1.0	0%	1.0	1.0
		2	0%	1.0	0%	1.0	1.0
		3	0%	1.0			1.0
Area 3 average:				1.0		1.0	1.0
North Central Region average:				1.4		1.2	1.3

## \*\*\* Service Level Report By Region \*\*\*

Region: **North Central**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A3 - Pavement Marking Maintenance							SL Target: 4.25
	1	1	6.45%	2.6	33.33%	5.3	3.9
		2	14.29%	3.4	0%	1.0	2.2
Area 1 average:				3.0		3.2	3.1
	2	1	0%	1.0	0%	1.0	1.0
		2	0%	1.0	7.14%	2.6	1.8
Area 2 average:				1.0		1.8	1.4
	3	1	18.12%	3.8	4.55%	2.3	3.1
		2	34.44%	5.4	0%	1.0	3.2
		3	33.33%	5.3			5.3
Area 3 average:				4.9		1.7	3.3
North Central Region average:				3.0		2.2	2.6
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A4 - Regulatory Sign Maintenance							SL Target: 3.75
Area average:							
North Central Region average:					3.51%	3.5	3.5
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A5 - Guide Sign Maintenance							SL Target: 2.99
Area average:							
North Central Region average:					3.53%	2.5	2.5
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A6 - Guidepost Maintenance							SL Target: 4.25
	1	1	1.23%	2.1	1.85%	2.2	2.1
		2	14.81%	4.5	2.4%	2.4	3.4
Area 1 average:				3.3		2.3	2.8
	2	1	7.02%	3.4	1.14%	2.0	2.7
		2	23.62%	5.4	25.52%	5.6	5.5
Area 2 average:				4.4		3.8	4.1
	3	1	1.65%	2.2	3.91%	2.7	2.4
		2	0.69%	1.7	1.15%	2.0	1.9
		3	6.52%	3.3	1.85%	2.2	2.8
Area 3 average:				2.4		2.3	2.4
North Central Region average:				3.3		2.8	3.1

## \*\*\* Service Level Report By Region \*\*\*

Region: **North Central**

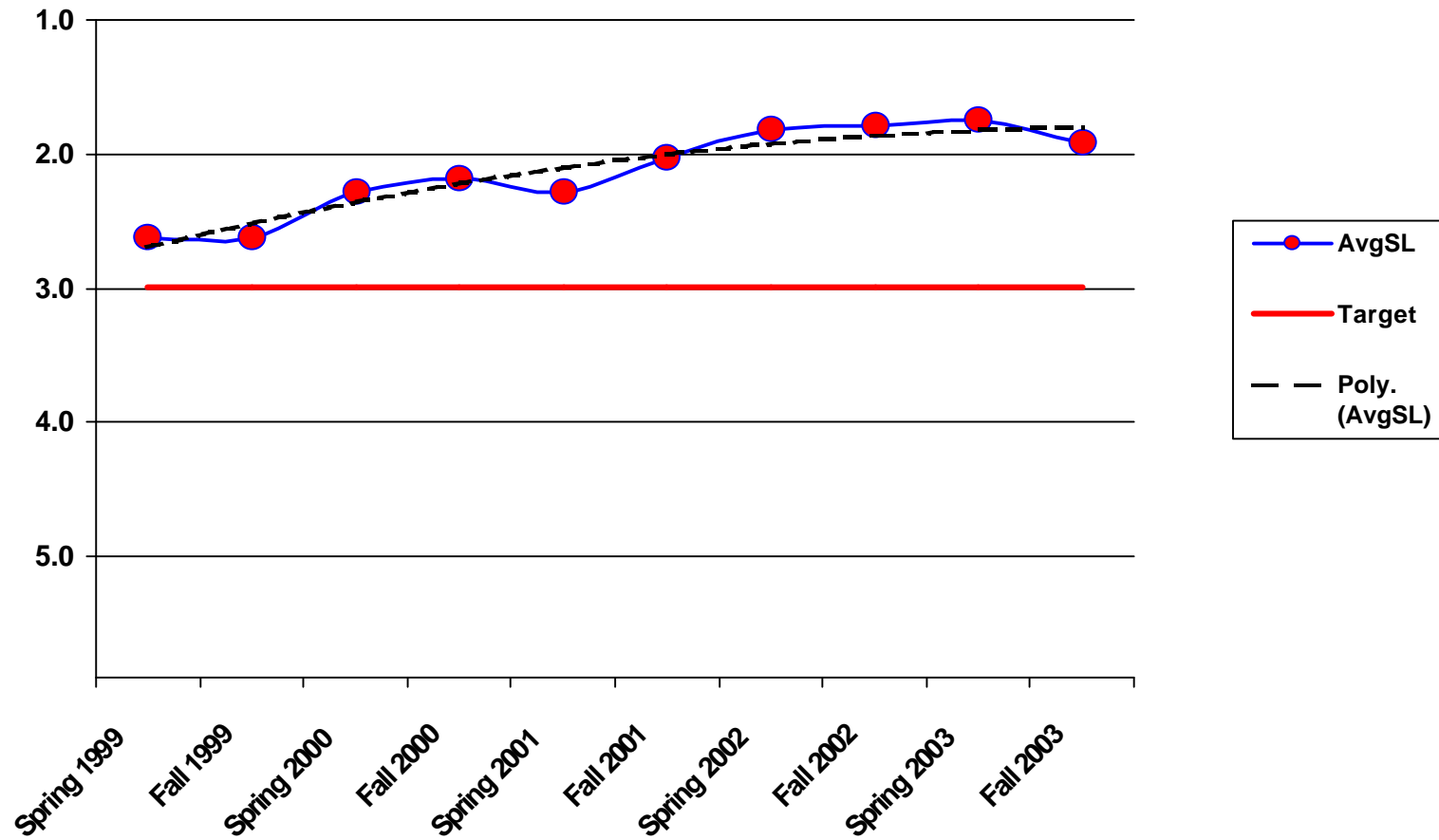
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A7 - Guardrail Maintenance							SL Target: 2.25
	1	1	0%	1.0	0.17%	1.2	1.1
		2	5.53%	4.1	1.34%	2.2	3.1
Area 1 average:				2.6		1.7	2.1
	2	1	0%	1.0	0%	1.0	1.0
		2	0%	1.0	0.44%	1.4	1.2
Area 2 average:				1.0		1.2	1.1
	3	1	0.11%	1.1	0.14%	1.1	1.1
		2	0.89%	1.9	2.01%	2.5	2.2
		3	0.98%	2.0	0.02%	1.0	1.5
Area 3 average:				1.7		1.6	1.6
North Central Region average:				1.7		1.5	1.6
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Rep./Sig./Yr	SL	Rep./Sig./Yr	SL	
6B1 - Traffic Signal Systems							SL Target: 3.75
Area average:							
North Central Region average:					1.1	3.1	3.1
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Mlfctn	SL	% Mlfctn	SL	
6B2 - Highway Lighting Systems							SL Target: 2.75
Area average:							
North Central Region average:			4.62%	1.9	3.45%	1.7	1.8
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Rep./ITS/Yr	SL	Rep./ITS/Yr	SL	
6B3 - Intelligent Traffic Systems							SL Target: 3.75
Area average:							
North Central Region average:					2.07	4.1	4.1
Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			% Overtime	SL	% Overtime	SL	
6B4 - Permits							SL Target: 2.75
Area average:							
North Central Region average:					4%	2.7	2.7

## \*\*\* Service Level Report By Region \*\*\*

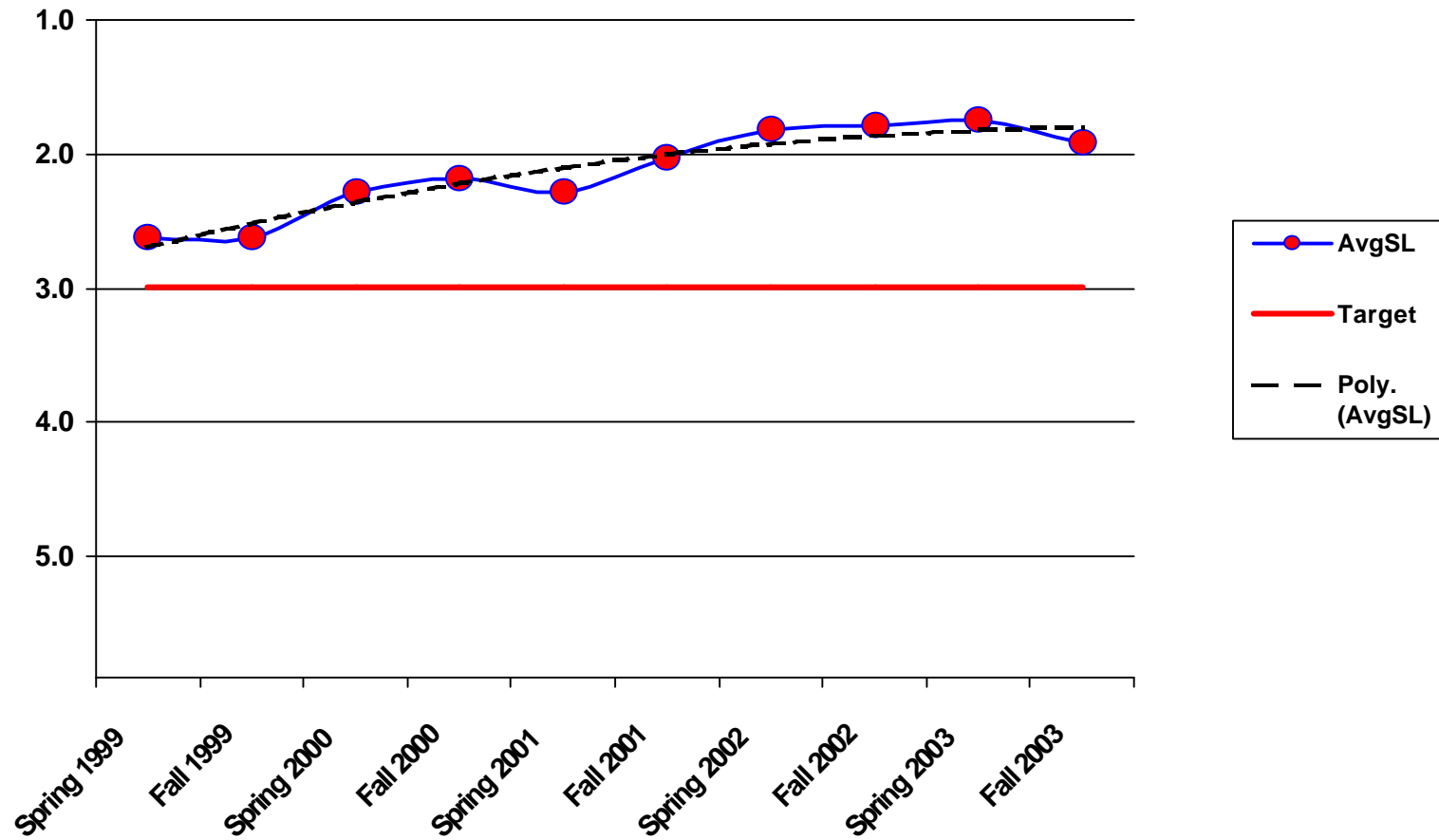
Region: **North Central**

Activity	Area	Sect	Spring 2003		Fall 2003		CY Avg. Service Level
			Score	SL	Score	SL	
7B1 - Rest Area Operations							SL Target: 2.75
Area average:							
North Central Region average:					7	2.5	2.5

# 1A1 - Pavement Patching and Repair North Central Region

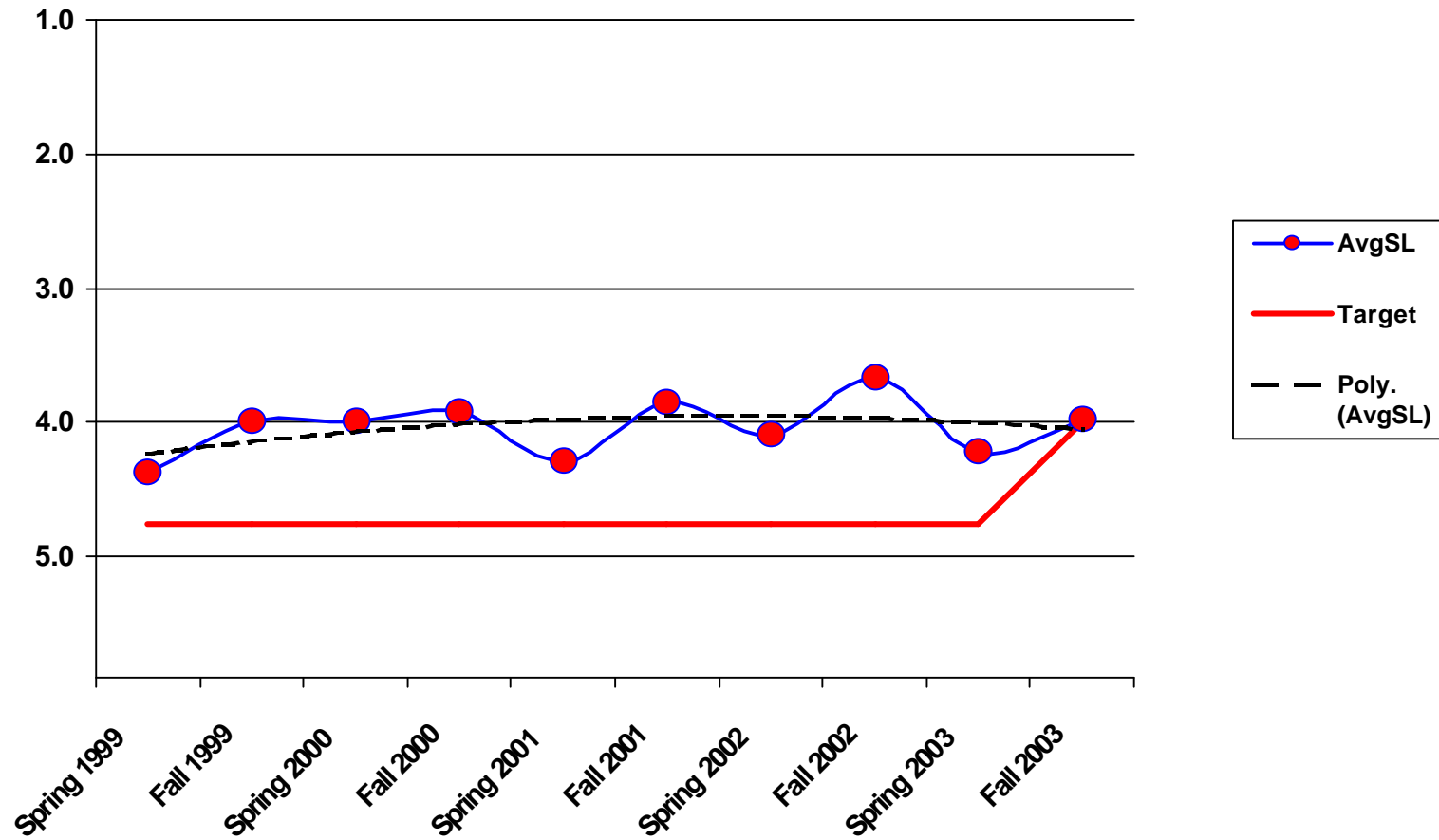


# 1A1 - Pavement Patching and Repair North Central Region

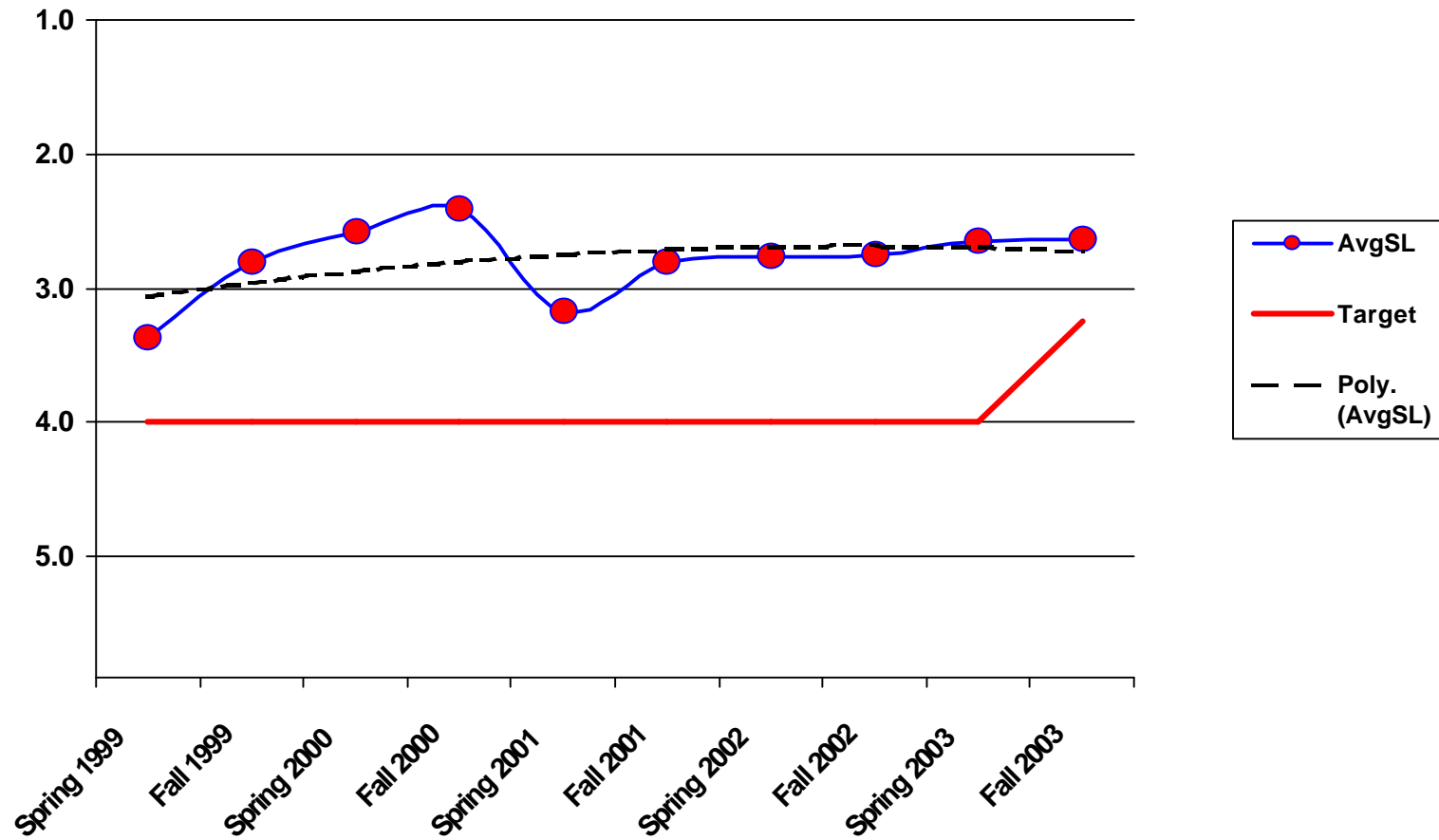




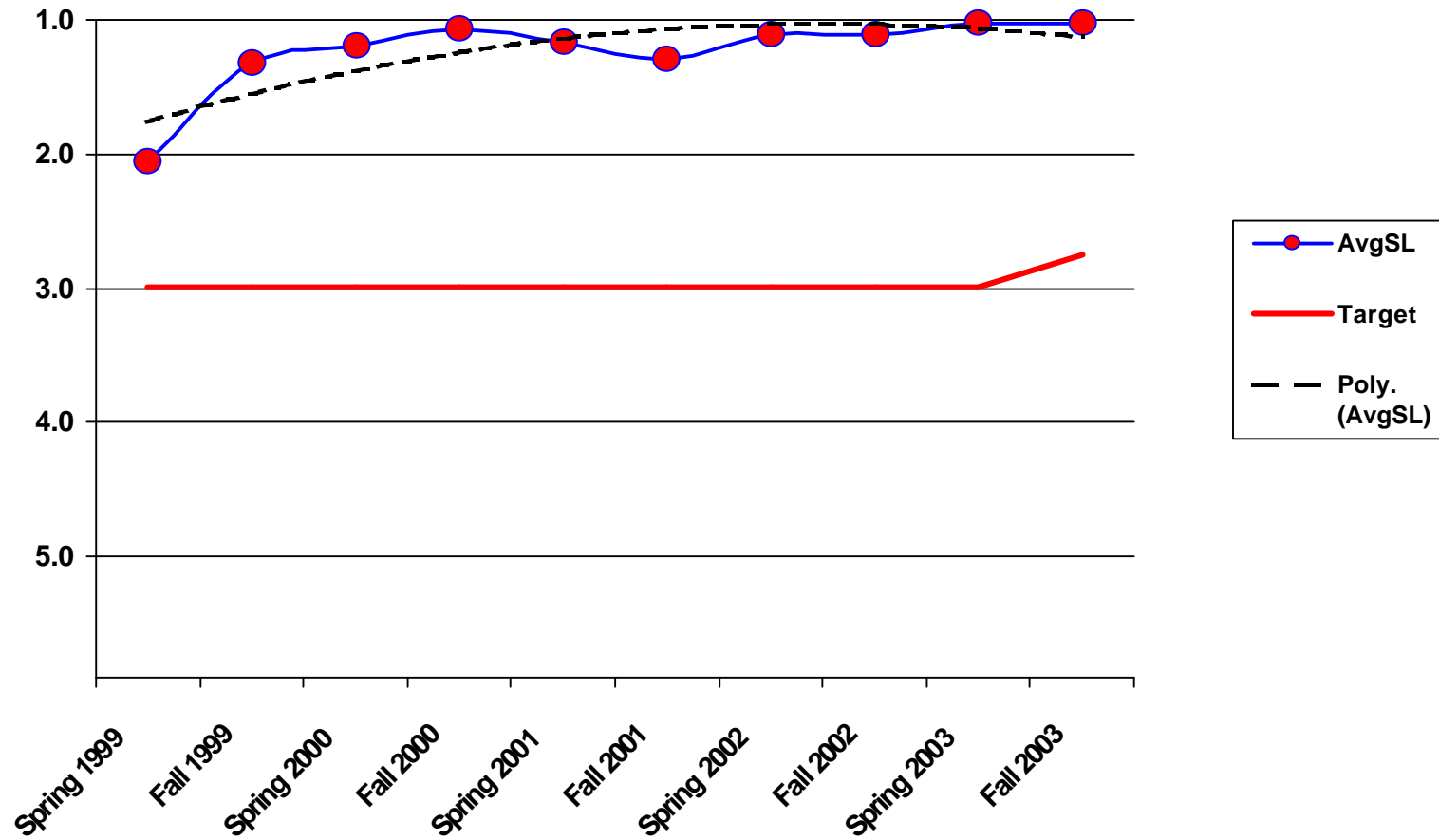
1A2 - Crack Sealing  
North Central Region



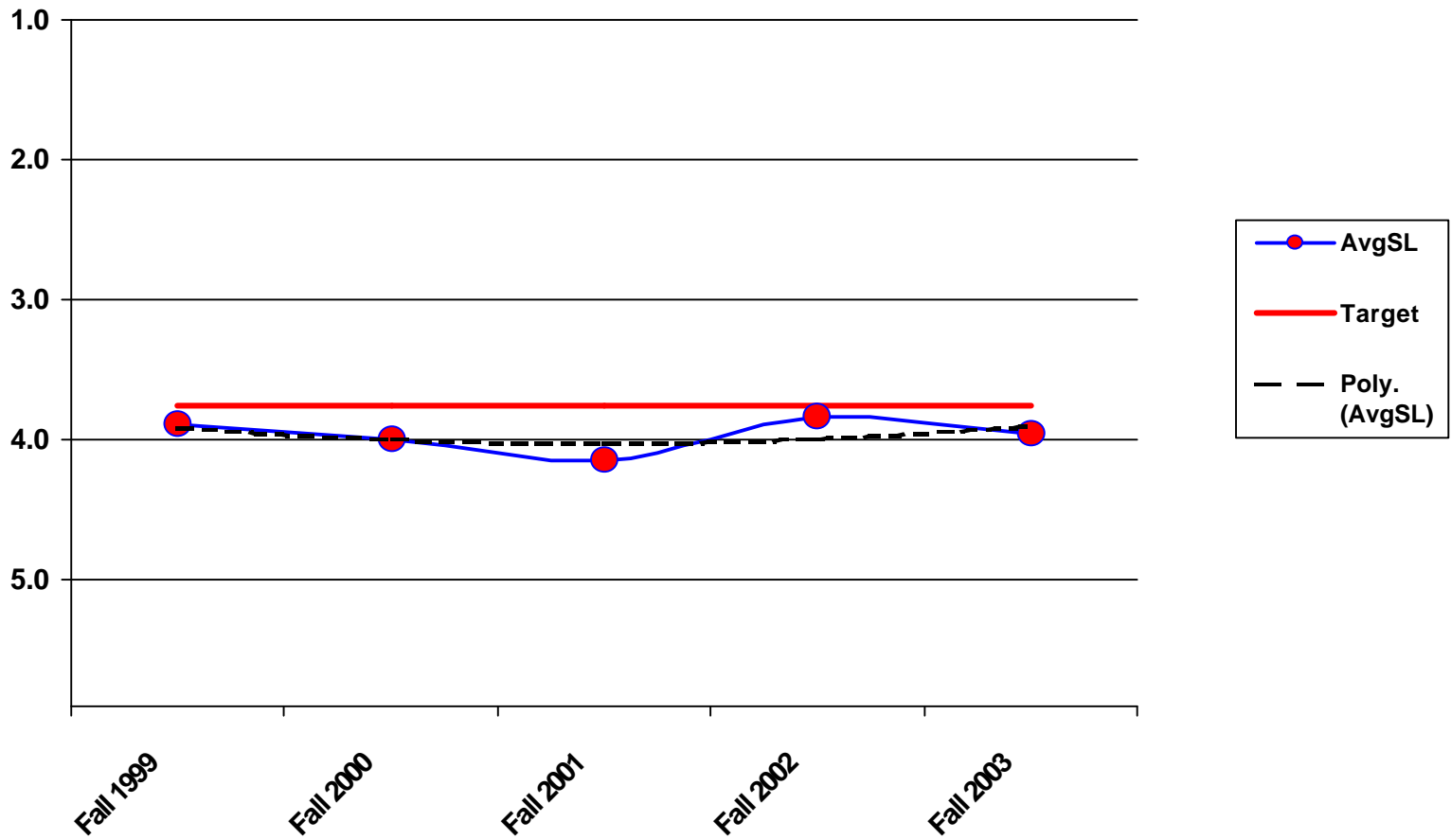
# 1A3 - Shoulder Maintenance North Central Region



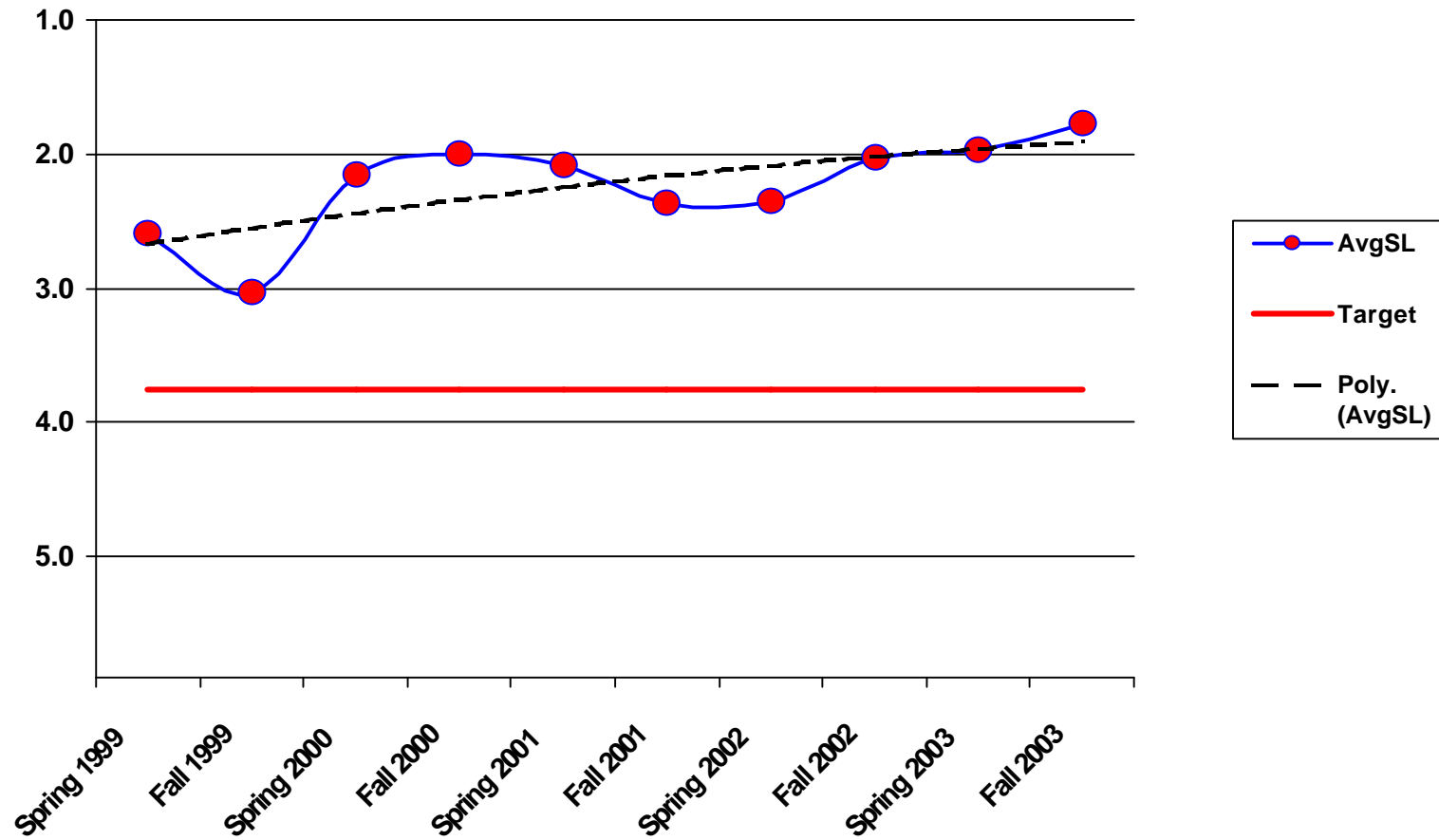
1A4 - Sweeping and Cleaning  
North Central Region



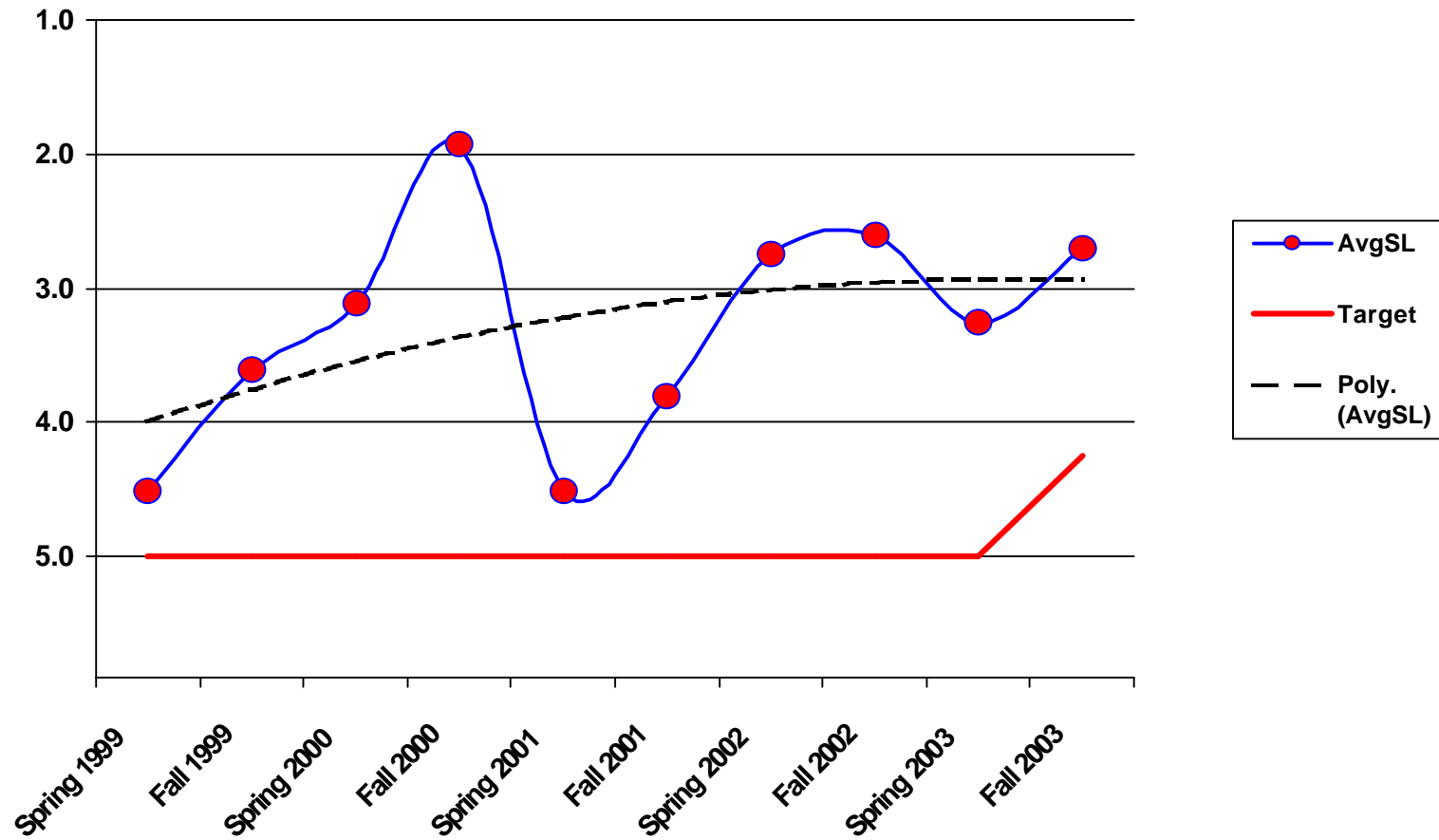
**1B1 - Safety Patrol**  
**North Central Region**



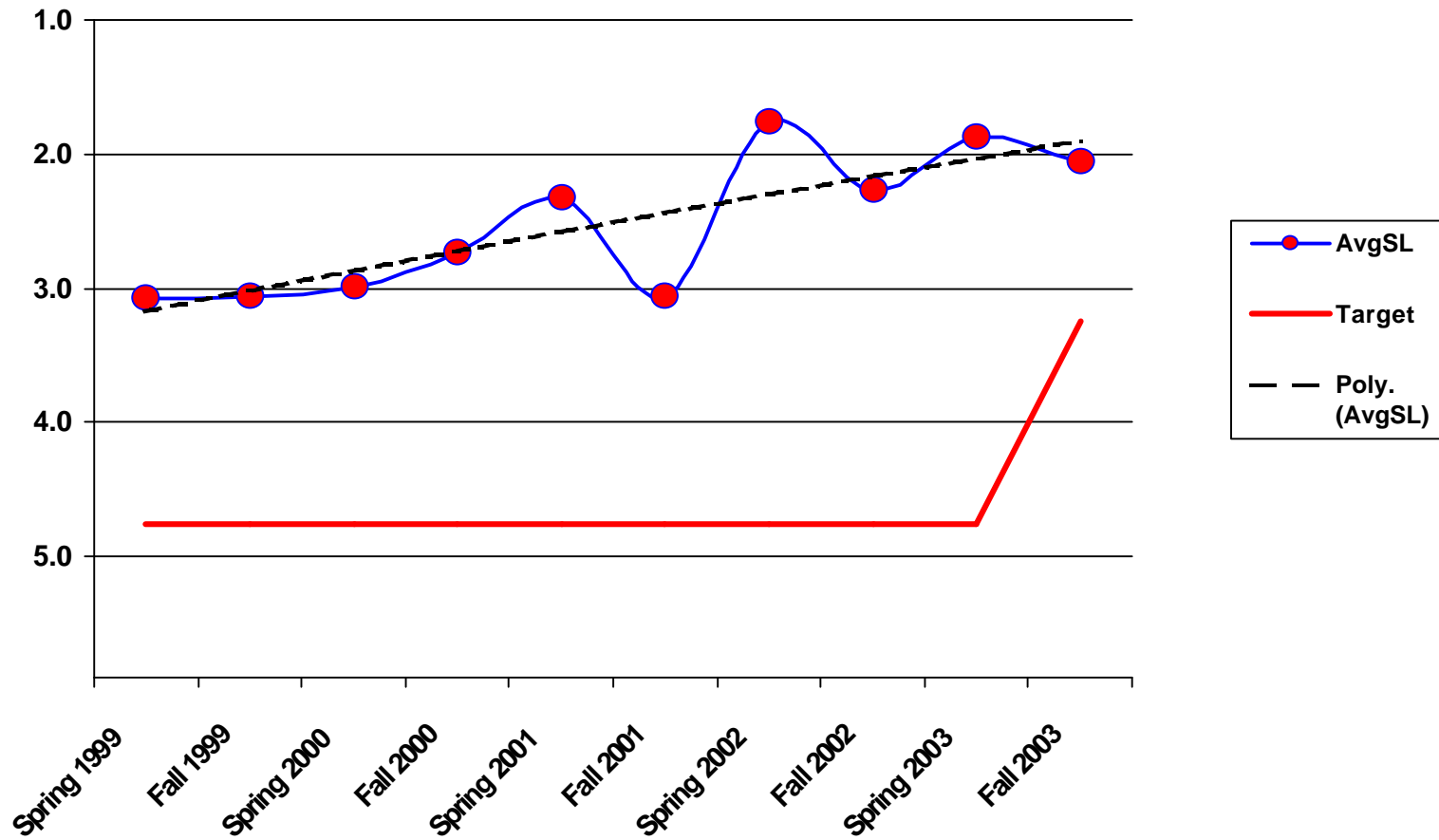
2A1 - Maintain Ditches  
North Central Region



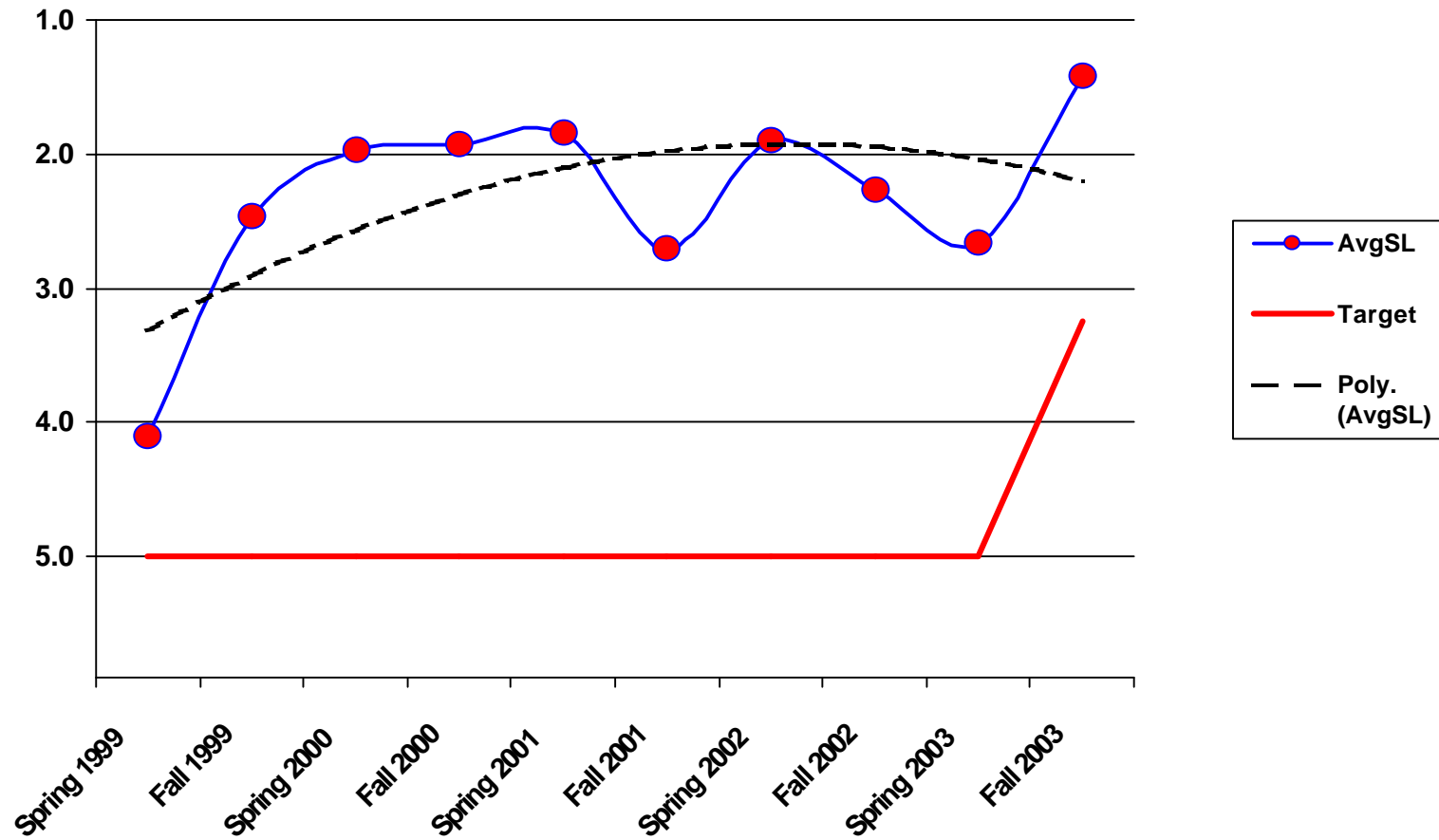
2A2 - Maintain Culverts  
North Central Region



2A3 - Maintain Catch Basins and Inlets  
North Central Region

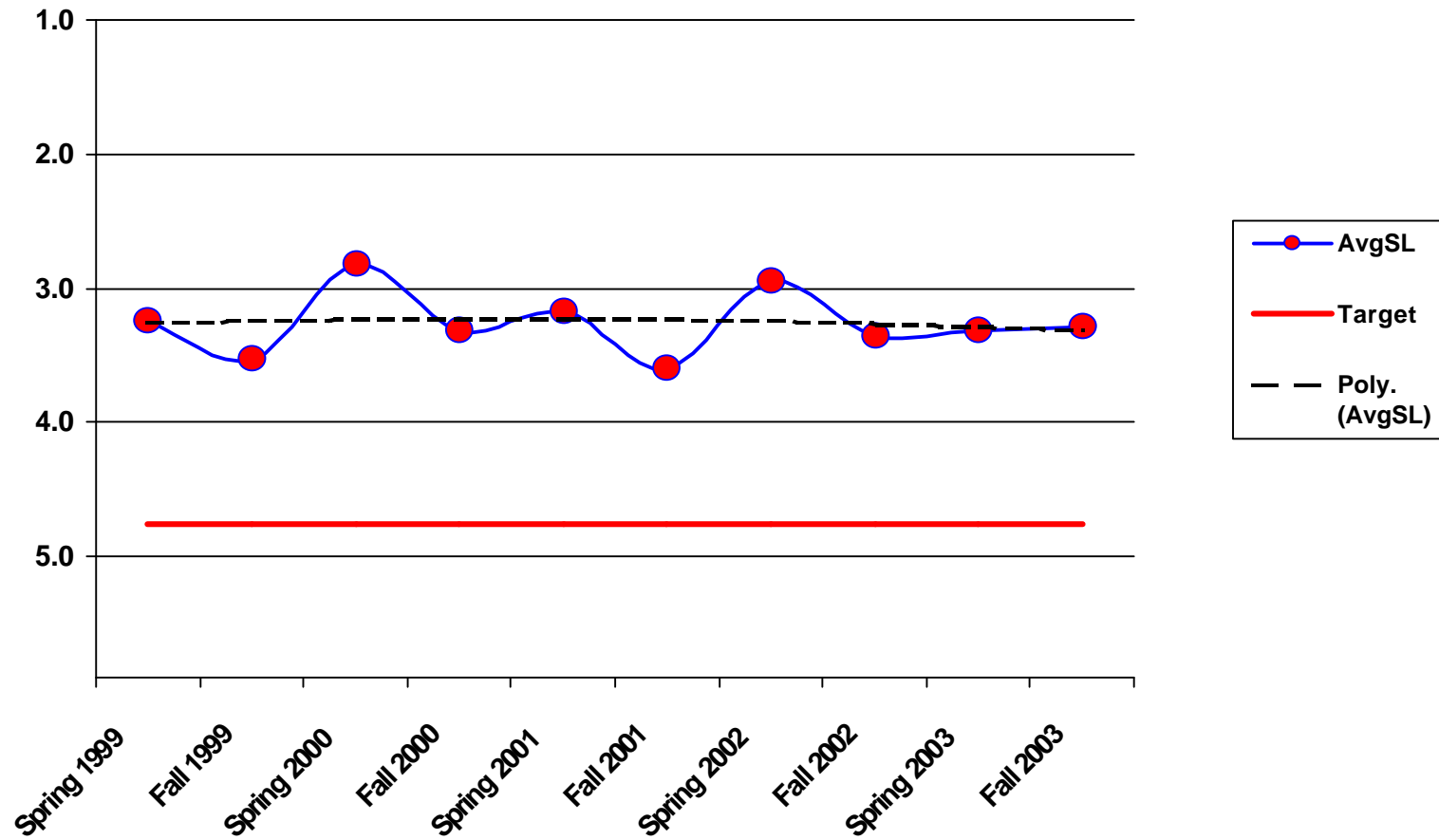


2A5 - Slope Repair  
North Central Region

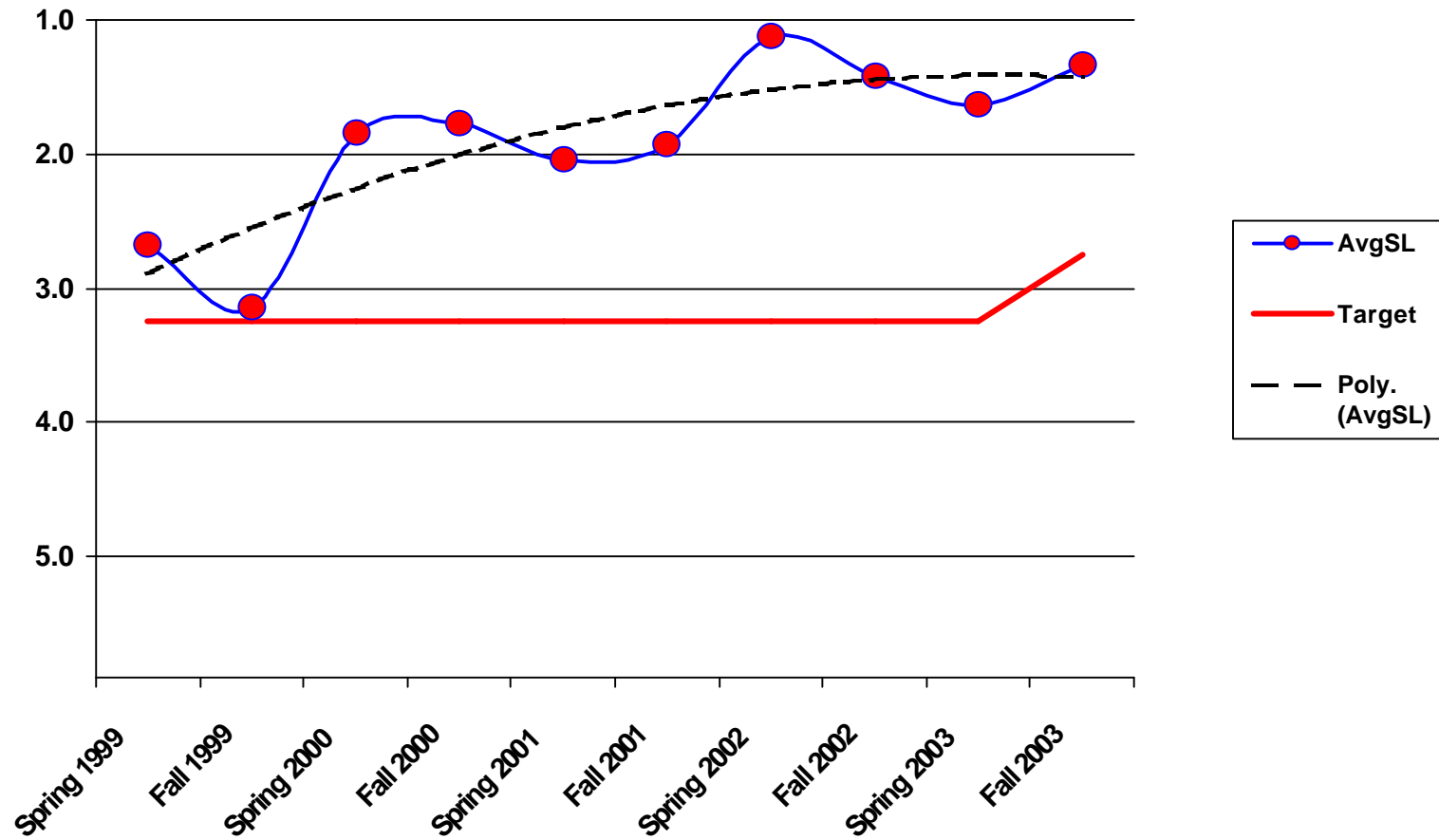




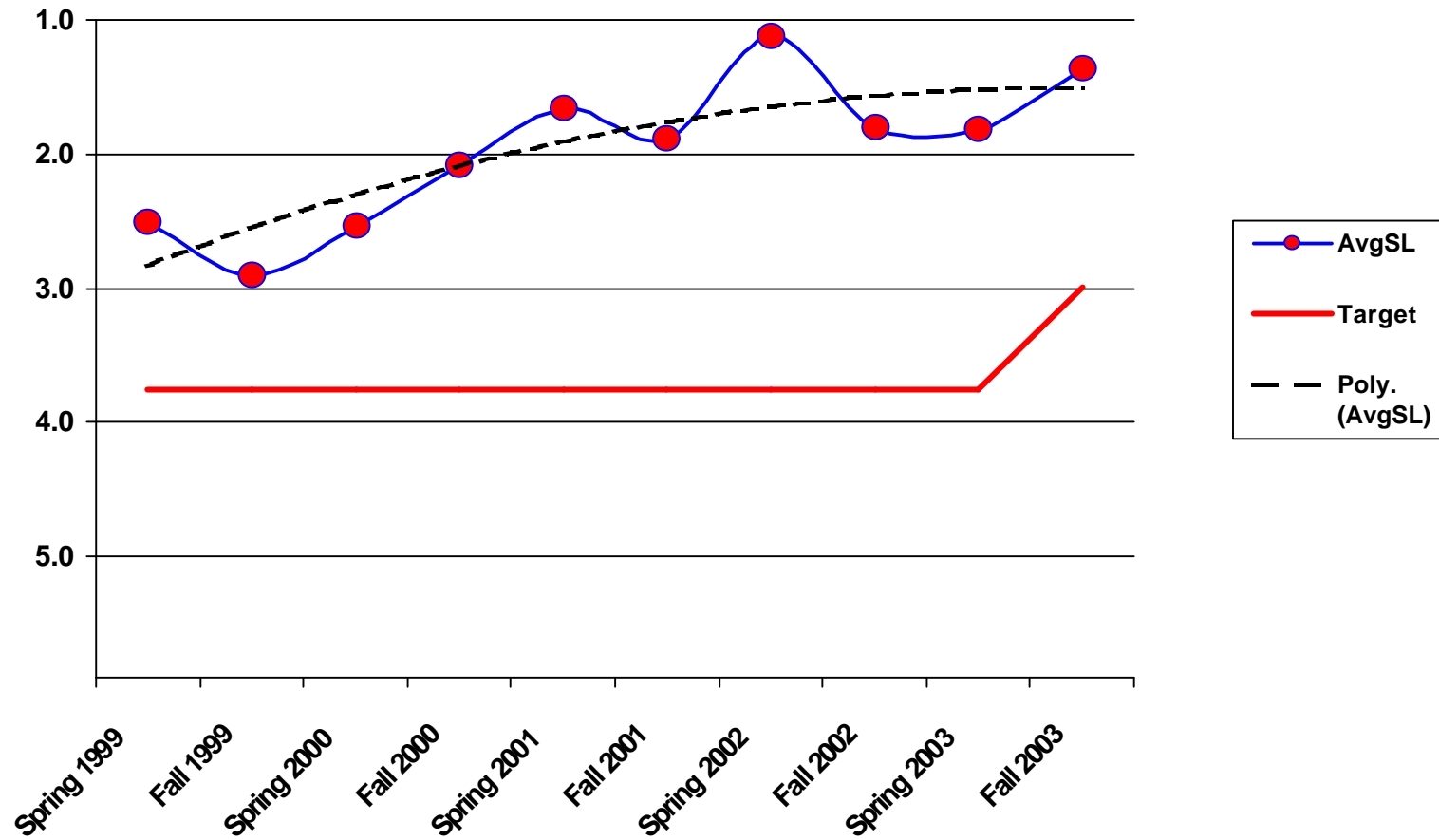
3A1 - Litter Pickup  
North Central Region



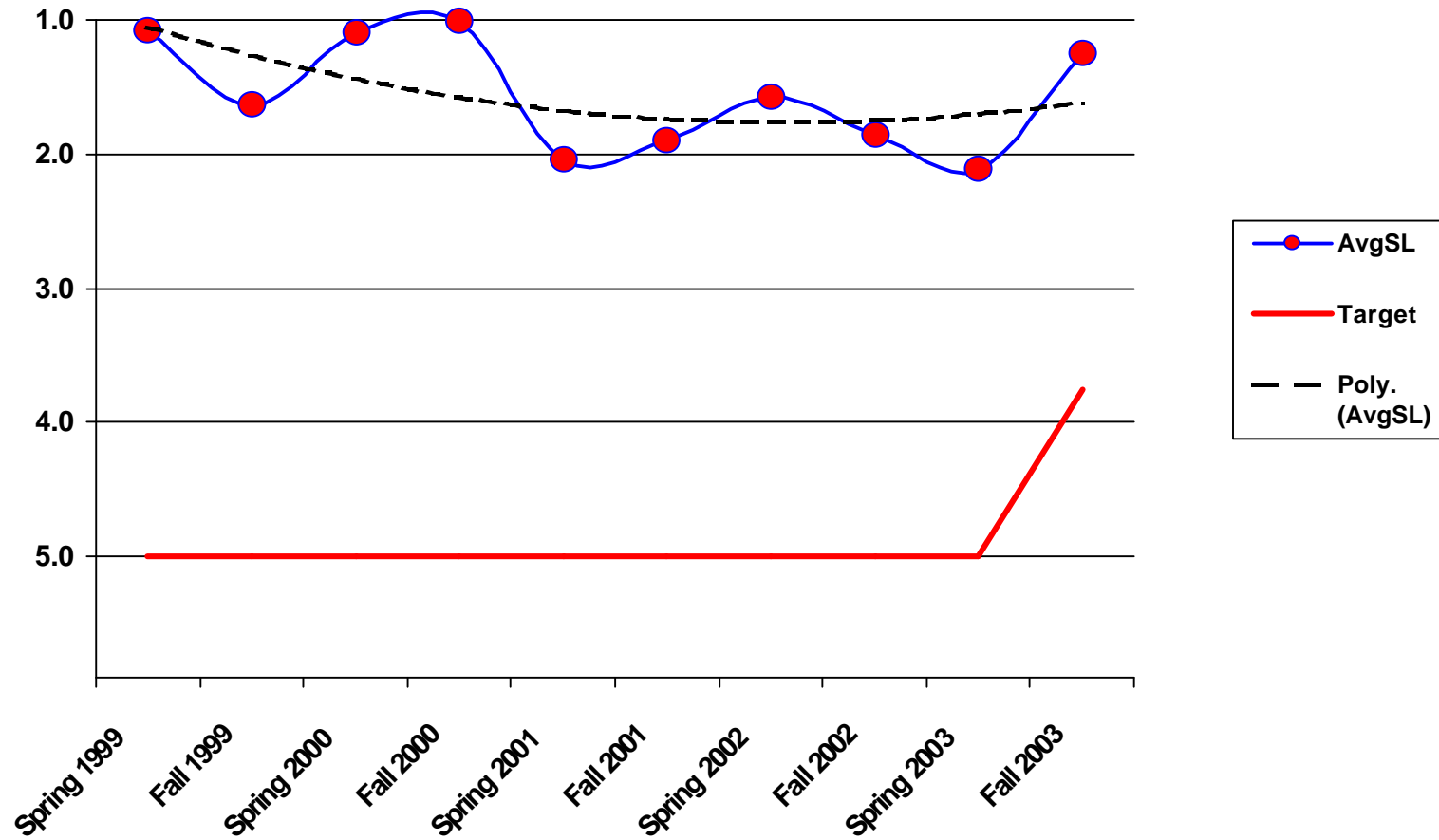
### 3A2 - Noxious Weed Control North Central Region



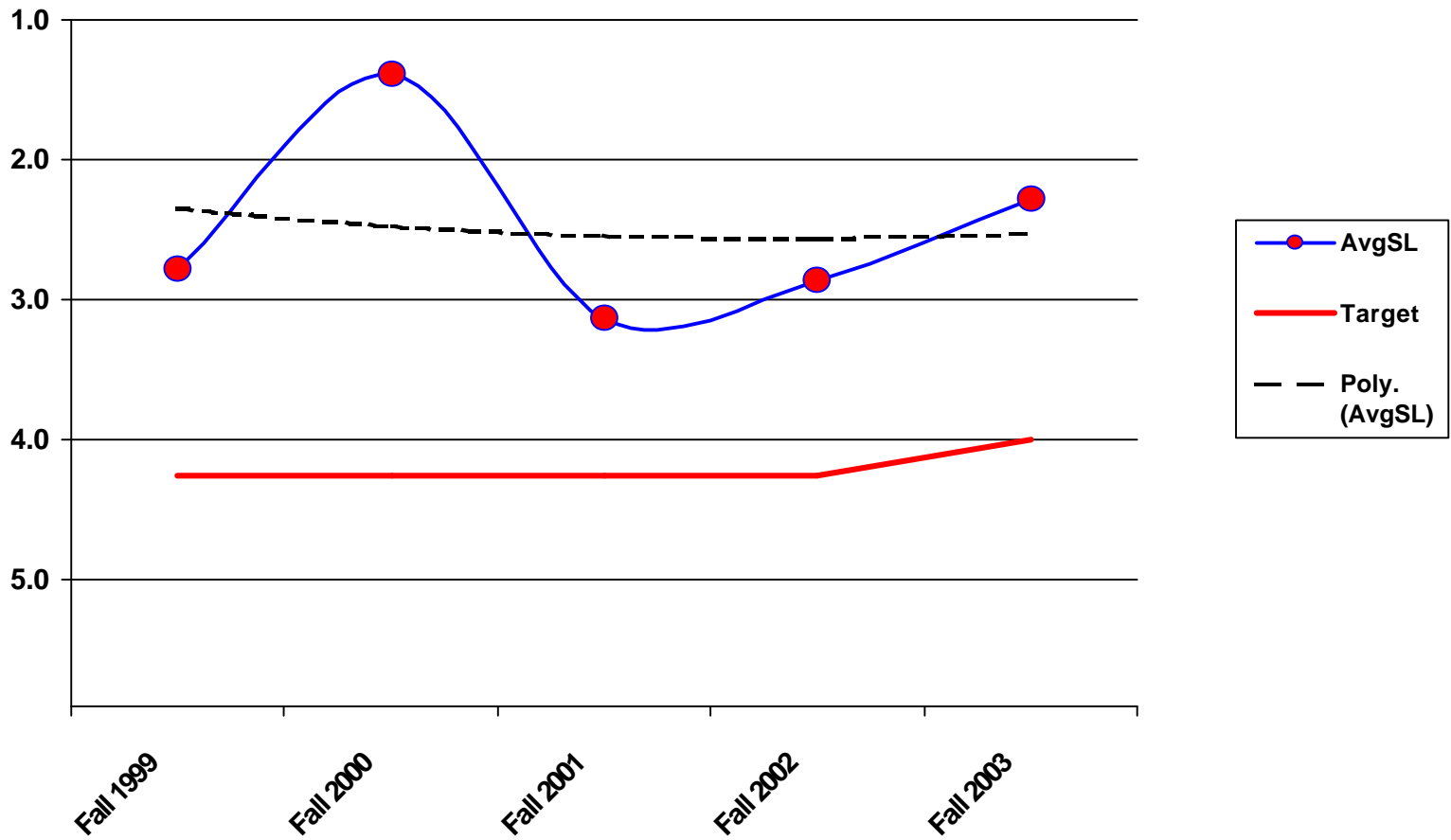
### 3A3 - Nuisance Vegetation Control North Central Region



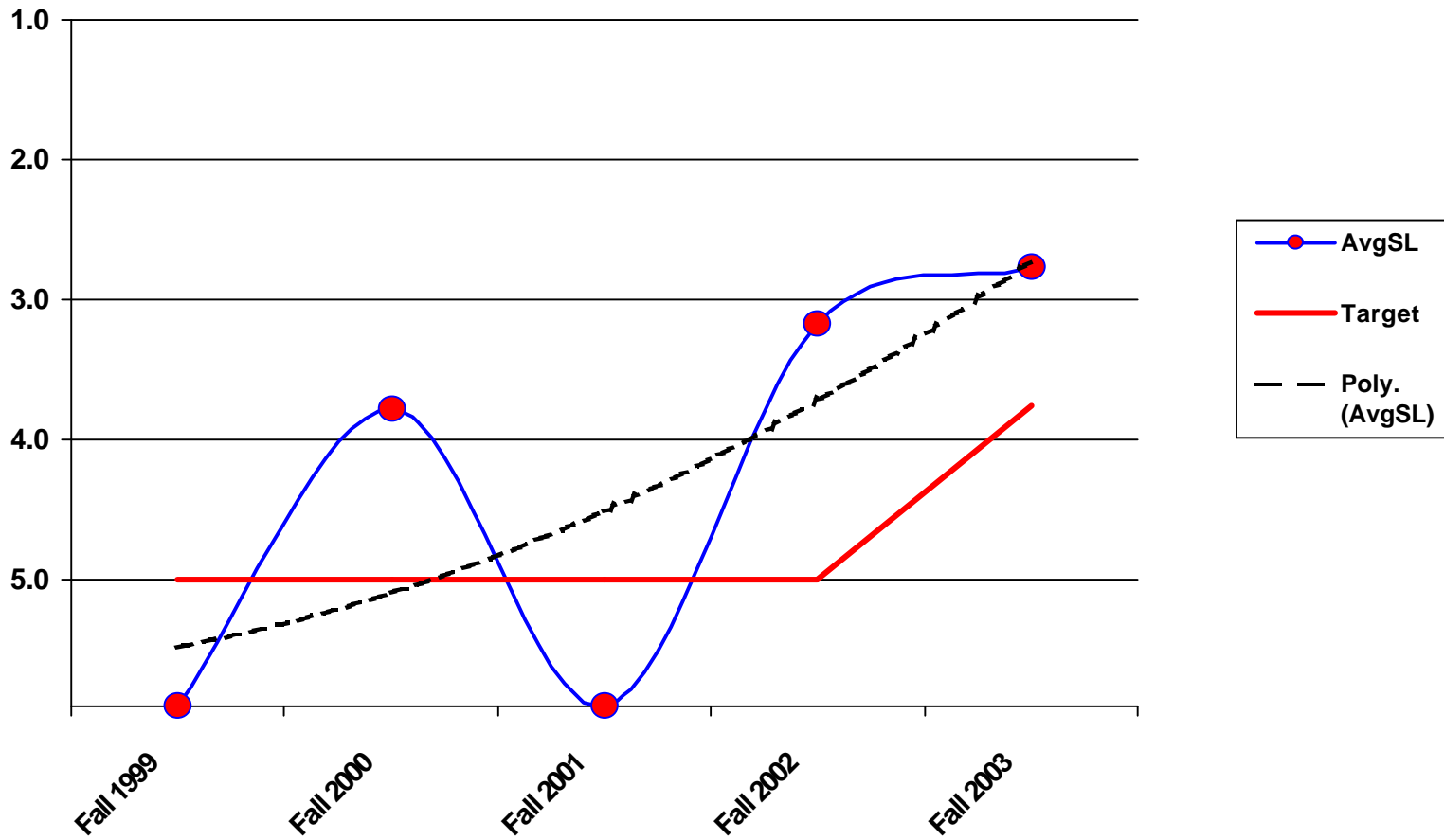
### 3A4 - Control of Vegetation Obstructions North Central Region



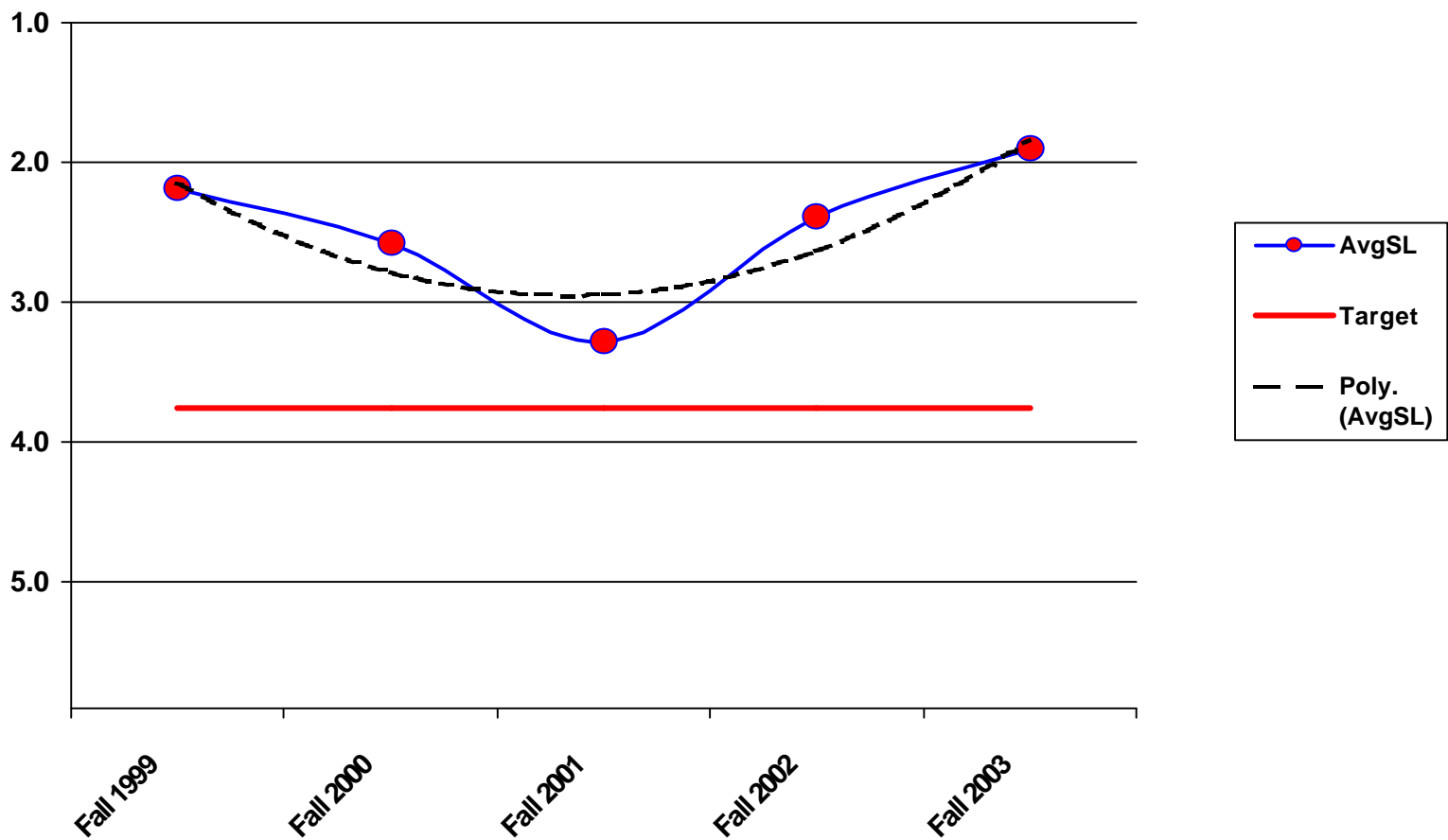
# 4A1 - Bridge Deck Repair North Central Region



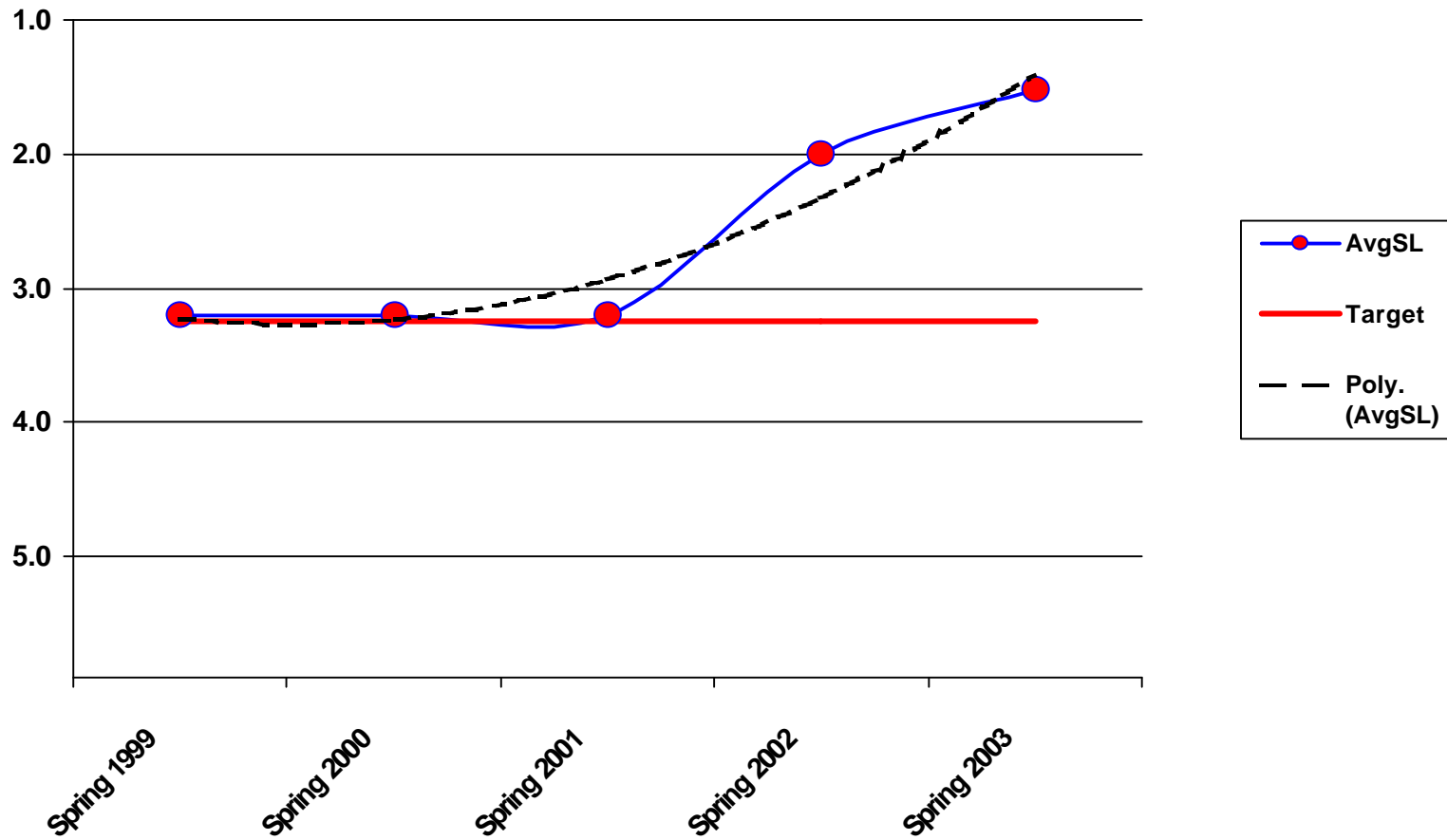
# 4A2 - Structural Bridge Repair North Central Region



# 4A3 - Bridge Cleaning North Central Region

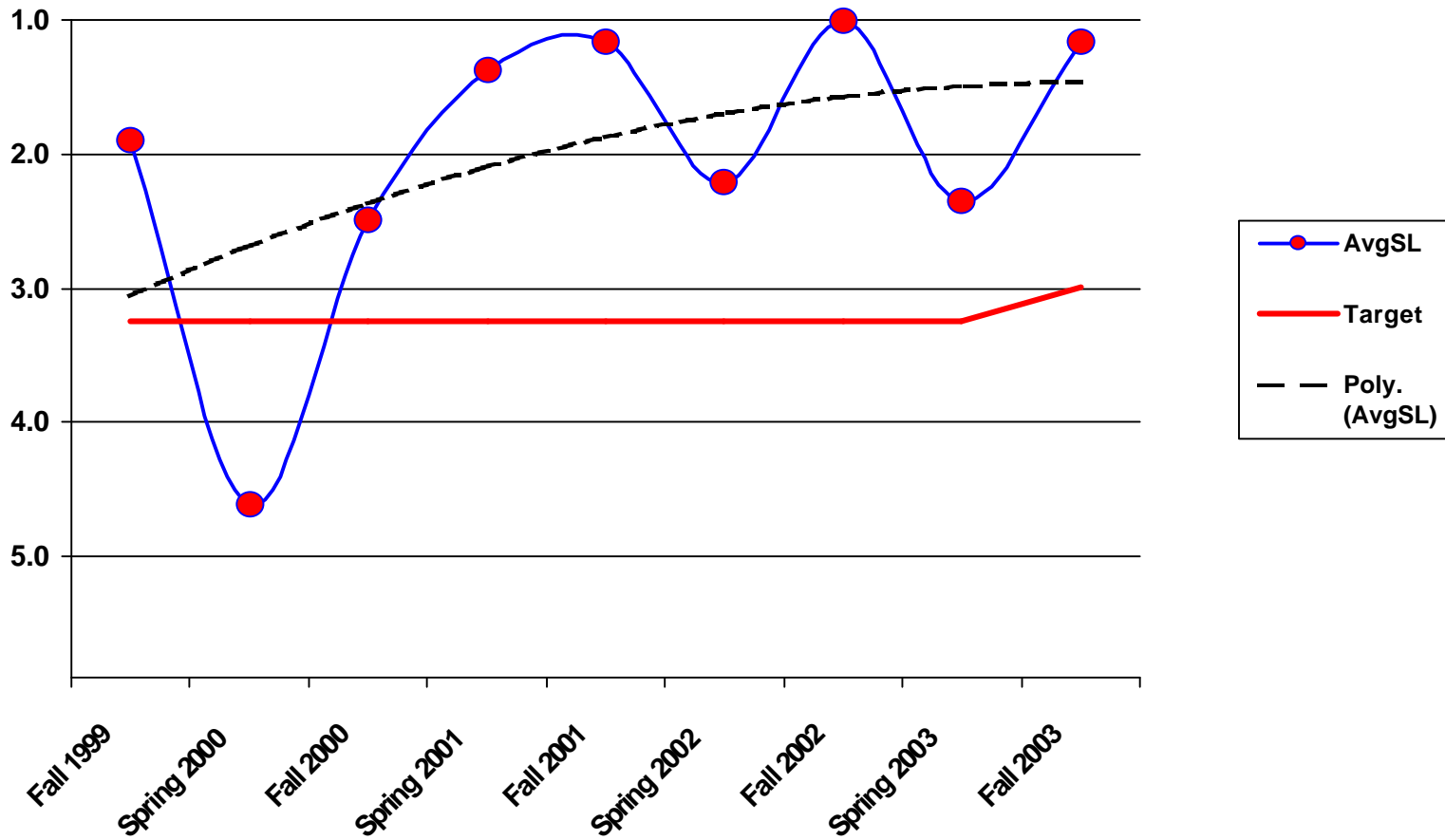


## 5B1 - Snow and Ice Control Operations North Central Region

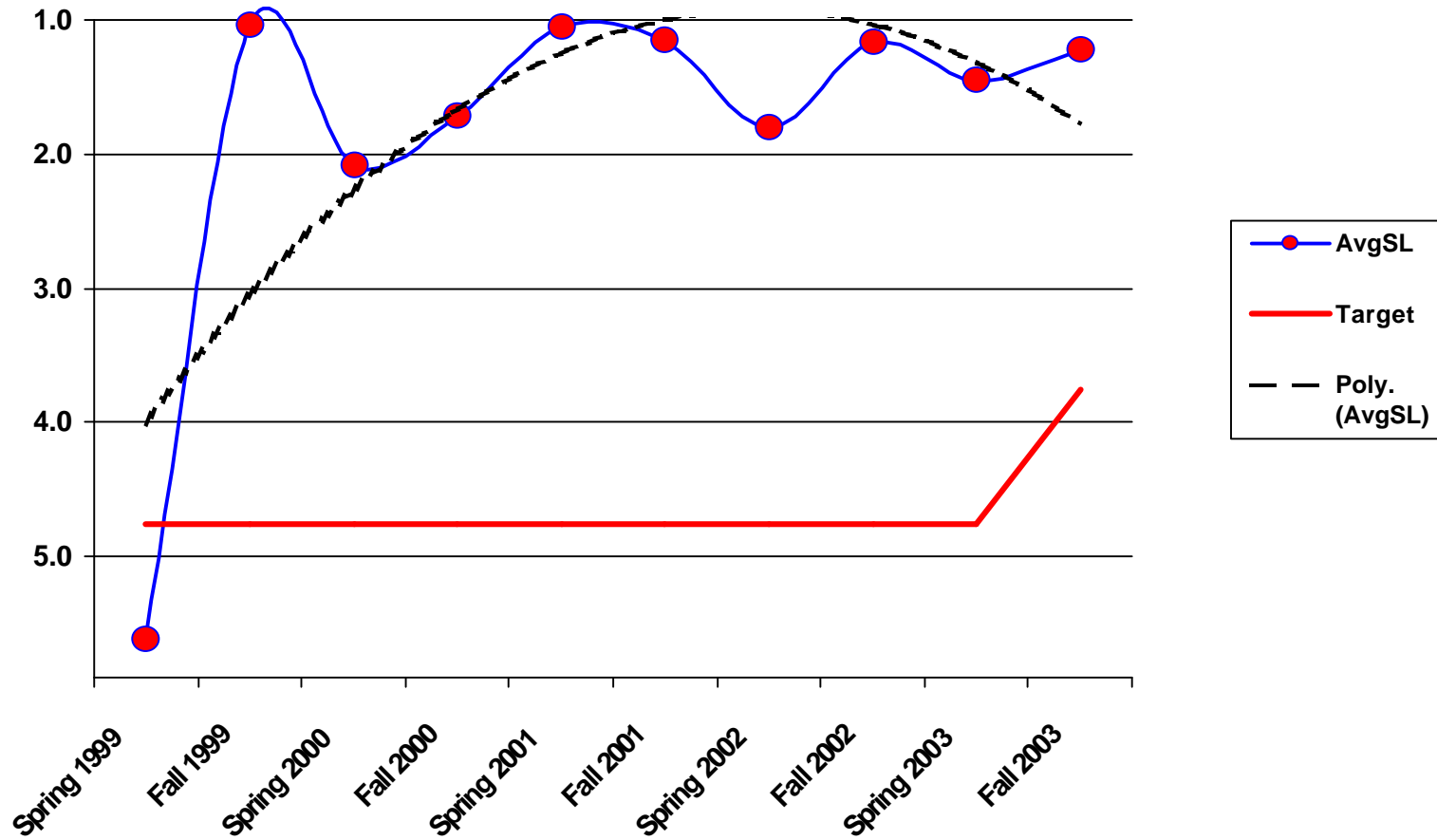




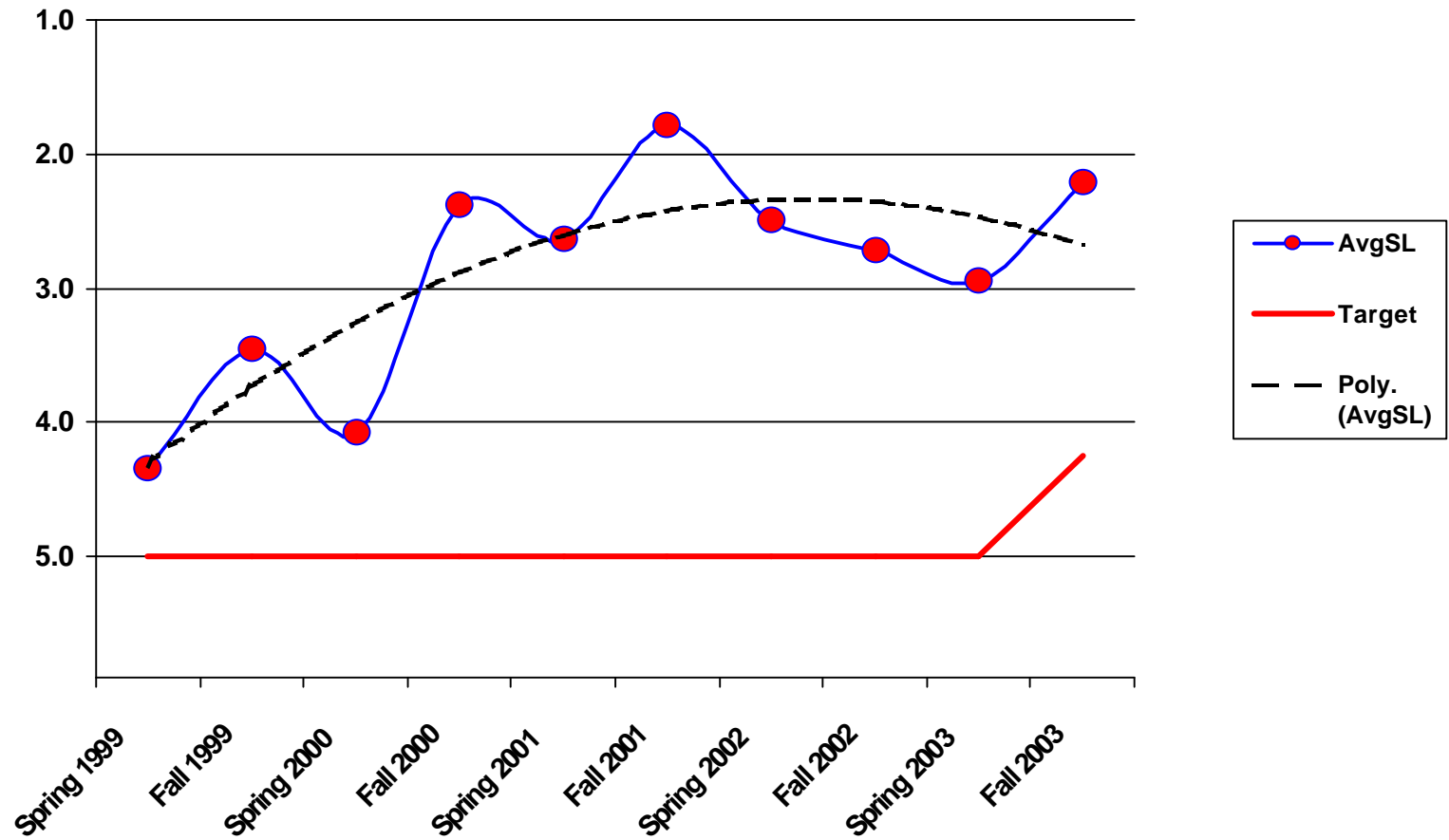
# 6A1 - Pavement Striping Maintenance North Central Region



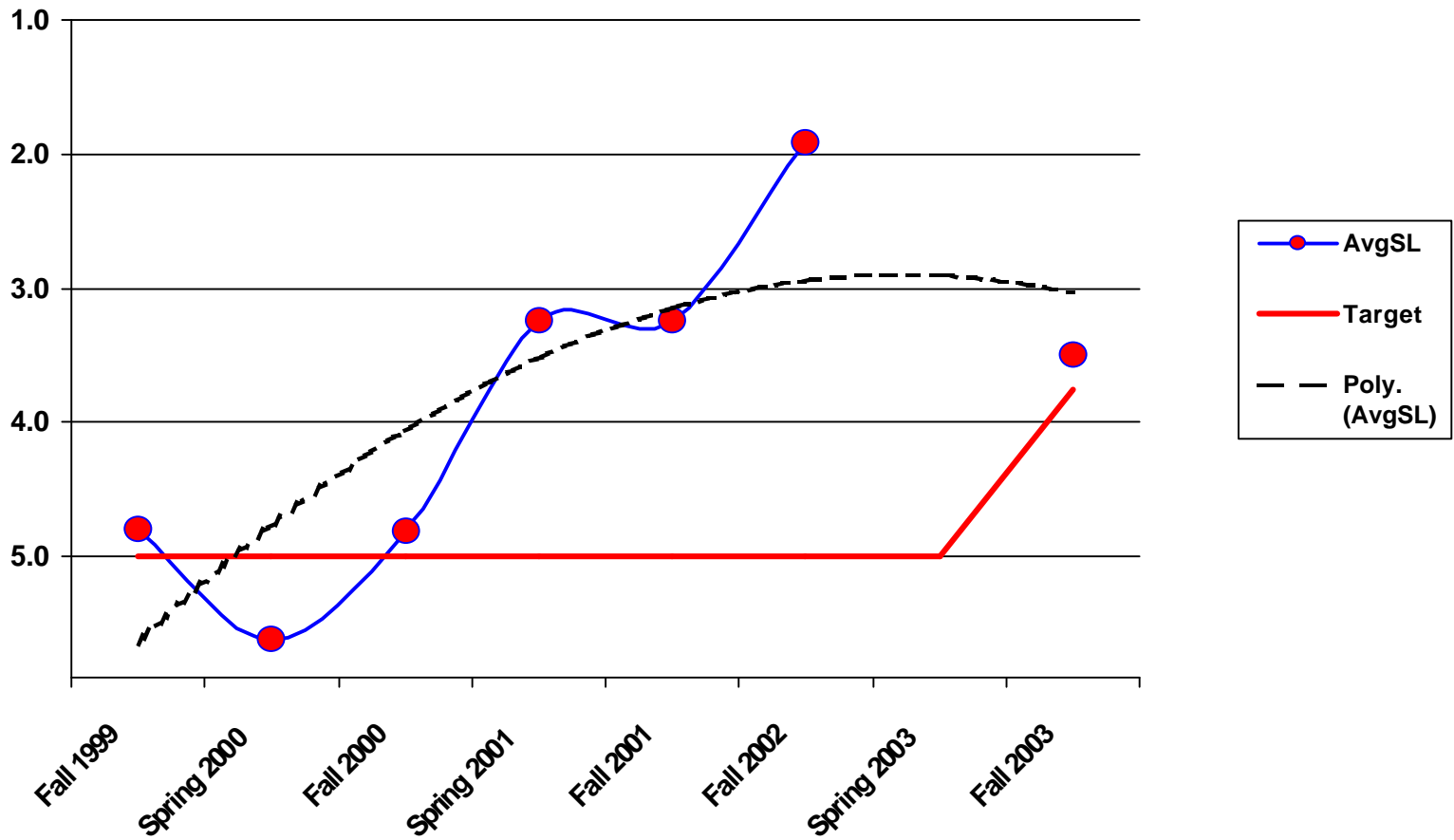
6A2 - Raised/Depressed Pavement Marker Maintenance  
North Central Region



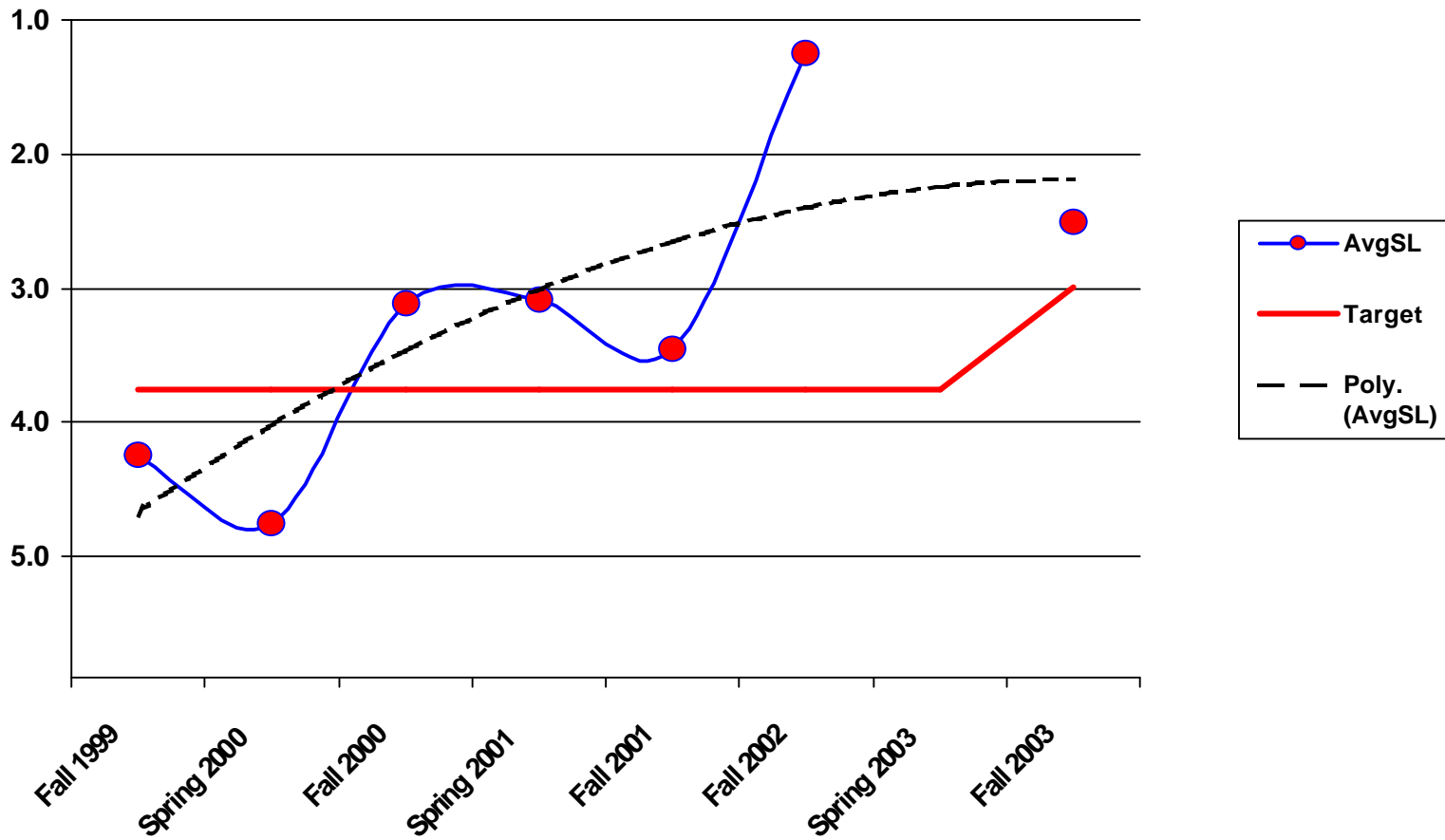
# 6A3 - Pavement Marking Maintenance North Central Region



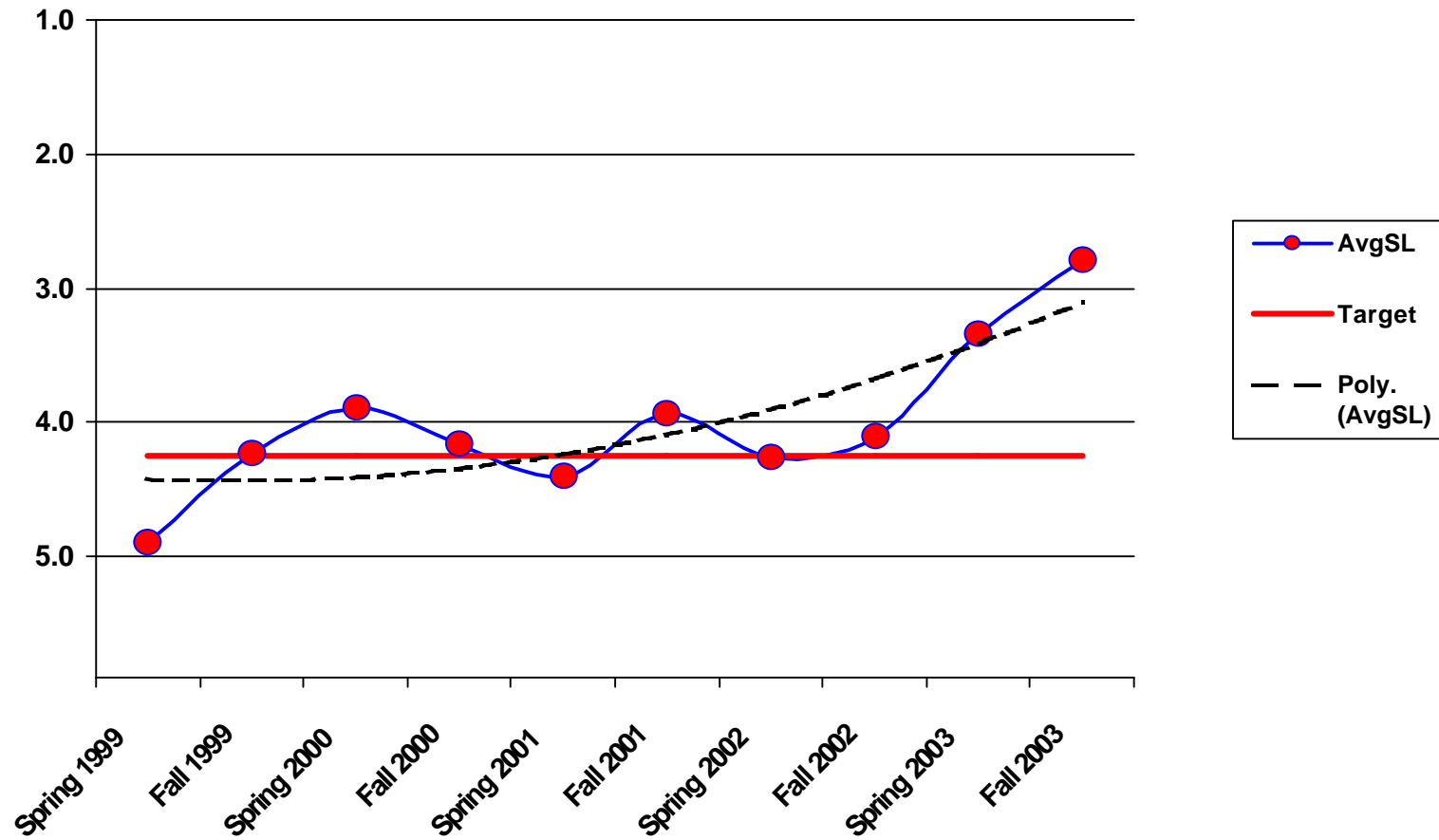
# 6A4 - Regulatory Sign Maintenance North Central Region



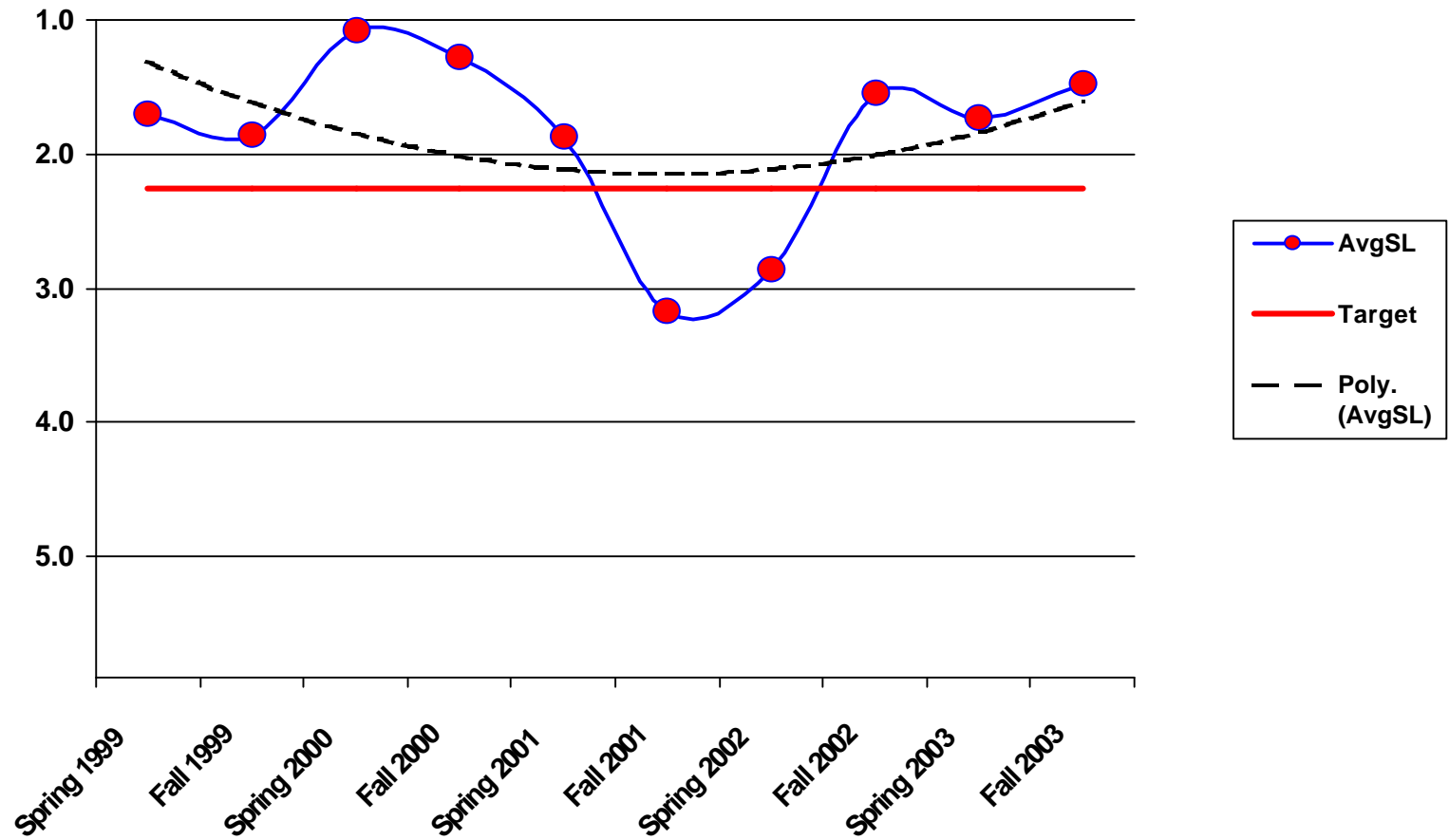
6A5 - Guide Sign Maintenance  
North Central Region



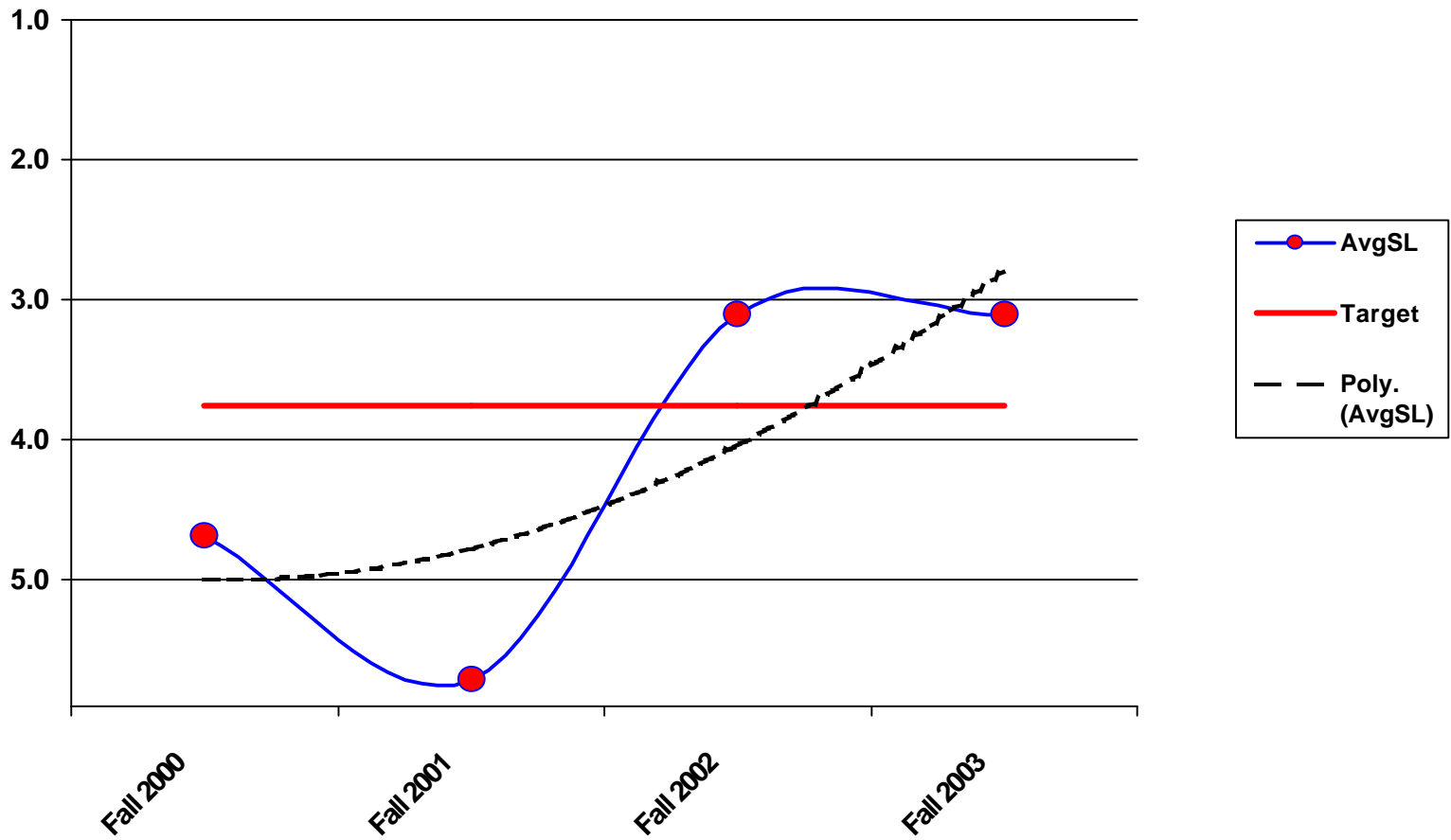
# 6A6 - Guidepost Maintenance North Central Region



# 6A7 - Guardrail Maintenance North Central Region

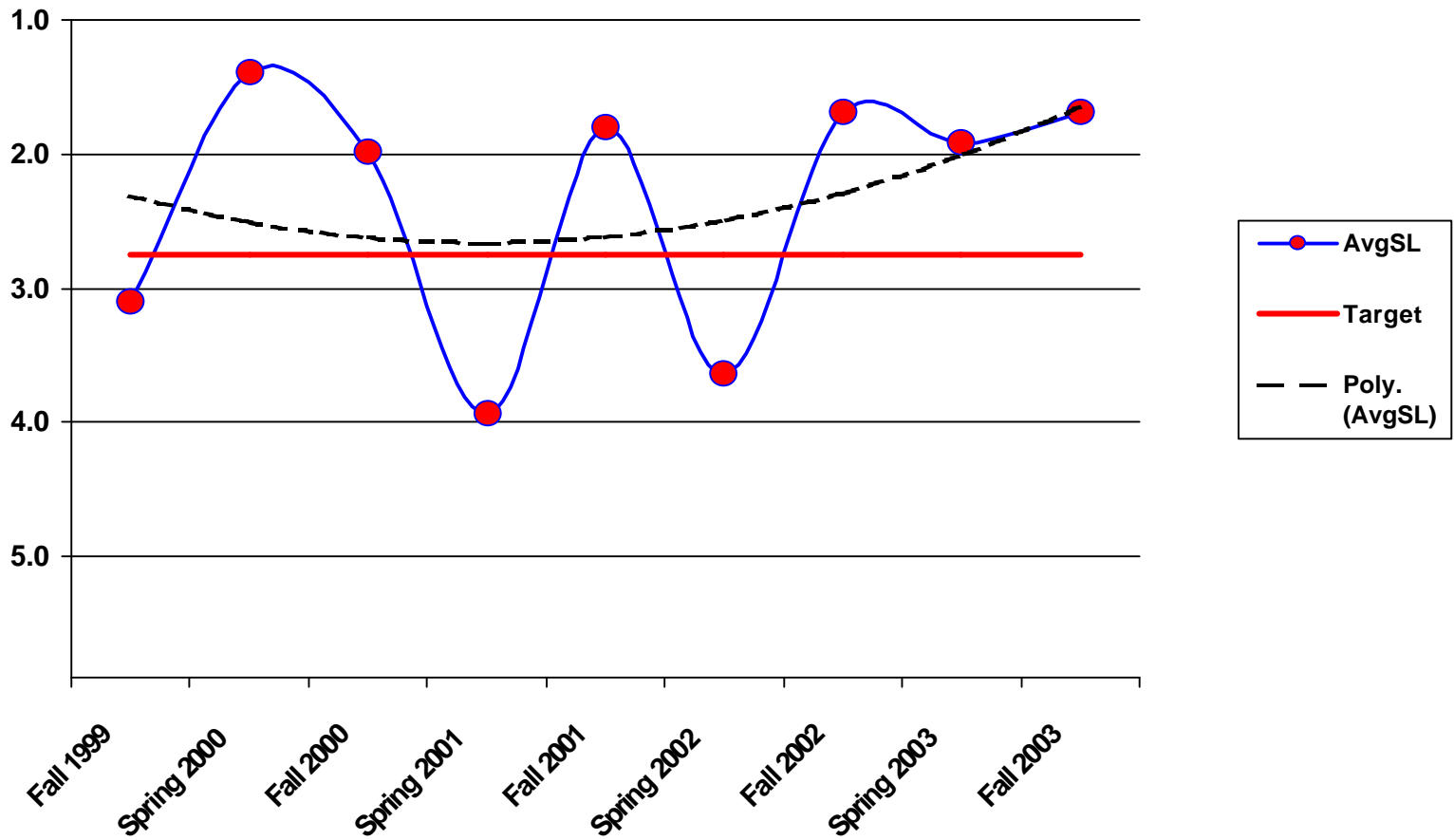


# 6B1 - Traffic Signal Systems North Central Region

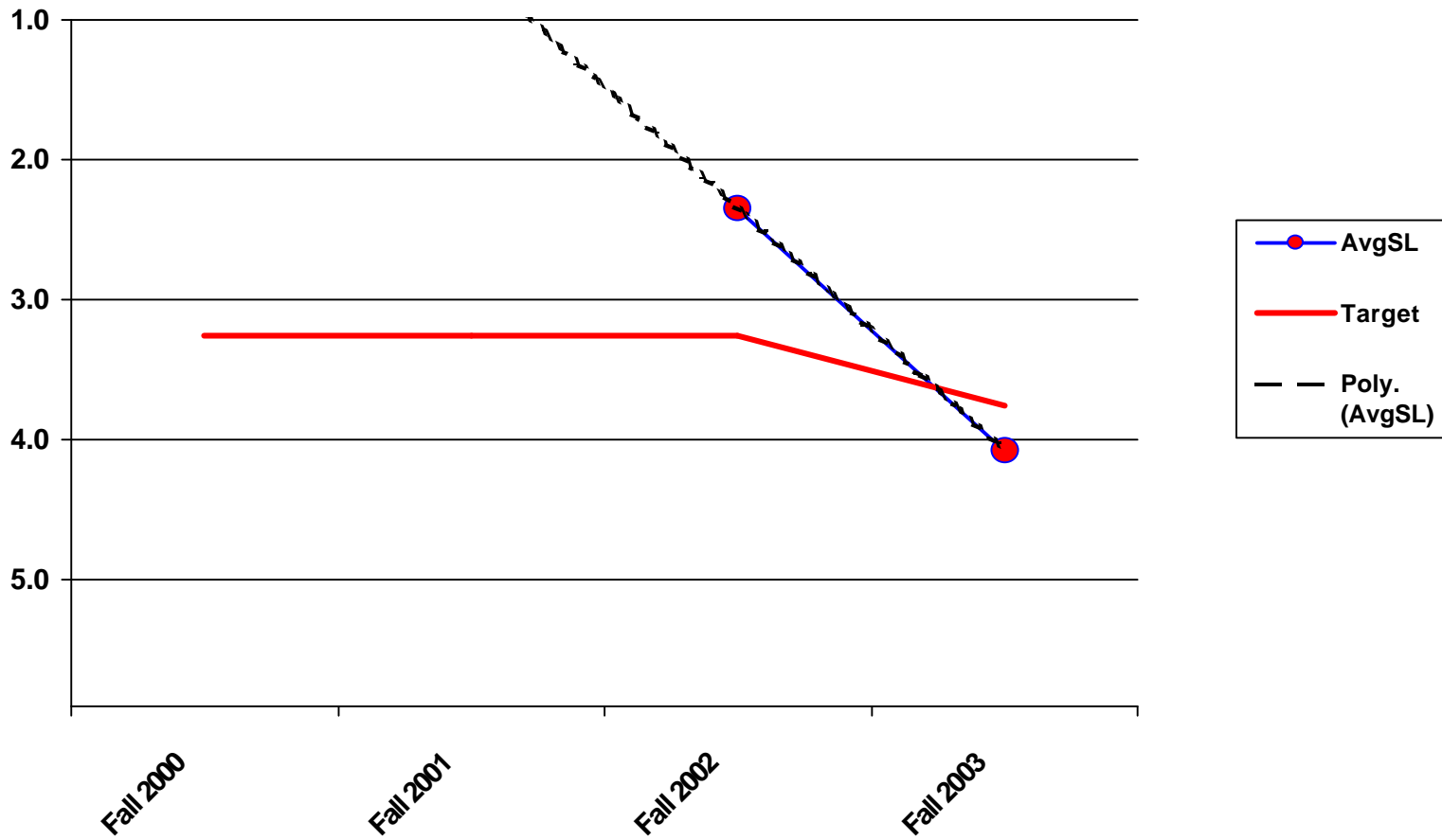




# 6B2 - Highway Lighting Systems North Central Region



### 6B3 - Intelligent Traffic Systems North Central Region



# 7B1 - Rest Area Operations North Central Region

